



**IBF Technical Support Task Order
Task Order ID #
Performance Work Statement**

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1 BACKGROUND

This task order relates to the development and technical support activities in support of applications maintained by the Corporate Systems Division (IBF). Customers include the Federal Acquisition Service (FAS), the Public Building Service (PBS), fourteen GSA Staff and Service Offices, and external ePayroll customers. Extensive systems development life cycle (SDLC) experience and knowledge is required to provide Operations and Maintenance (O&M) and Development, Modernization, and Enhancements (DM&E) technical support for all applications maintained by IBF for several lines of business:

IBF Lines of Business

- Corporate Applications Line of Business (CALOB)
- Financial Management Line of Business (FMLOB)
- Human Resources Line of Business (HRLOB)

The Corporate Systems Division (IBF) intends to procure development and technical support services for approximately ten (10) ePayroll applications, forty-two (42) Financial Management applications, and two (2) Corporate applications.

This Task Order is issued under the Office of Citizen Services and Innovative Technology (OCSIT) Technical Support Services Blanket Purchase Agreement (BPA) corresponding to the following pools:

- Pool #5.1: Government Program Management Office Support,
- Pool #5.2: Concept, Design and Strategy for IT software applications,
- Pool #5.3: Development, Implementation and Release Management,
- Pool #5.4: System Administration, and
- Pool #5.5: Information System Security.

Note: Unless specified in this Task Order Performance Work Statement (PWS), all guidelines shall adhere to the guidelines stated in the BPA Technical Support Services PWS.

2 OBJECTIVES

Through the services offered under this contract, the Government expects to realize the following objectives:

- Provide GSA with continuity of operations by implementing FAR Clause 52.222-17 - Non displacement of Qualified Workers.
- Provide uninterrupted customer support to internal GSA users (PBS, FAS, and Staff and Service Offices) and external customers;
- Provide O&M technical support for software applications, backend-processes, utilities, and COTS software maintained by IBF;
- Improve usability standards of existing applications through DM&E in compliance with federal information systems security and customer requirements;
- Maintain responsive communication with system users to ensure timely response to complex inquiries and satisfactory solutions; and

- Provide new application solutions to meet customer needs utilizing GSA system development life cycle guidelines;
- Provide HRLOB divestiture support;
- Increase flexibility of utilizing contractor resources across business lines by utilizing a single technical support task order to support all lines of business;
- Apply agile project management and agile development principles and best practices; and
- Comply with GSA IT Security Policies and all applicable GSA and NIST standards and guidelines, other Government-wide laws and regulations for protection and security of Information Technology.

3 SCOPE

The primary scope of this task order shall consist of providing Operations and Maintenance and Development, Modernization, and Enhancement support for IBF's FMLOB, CALOB, and HRLOB.

O&M Support

Overall, this task order will consist of approximately 40% O&M activities to support all applications maintained by IBF. O&M support all projects that exclude activities aimed at expanding the capacity of an asset or otherwise upgrading it to serve needs different from or significantly greater than those originally intended.

DM&E Support

Overall, this task order will consist of approximately 60% DM&E sub task activities to support all applications maintained by IBF. DM&E support all projects that lead to new IT assets and projects that change or modify existing IT assets to: improve capability or performance; implement legislative or regulatory requirements; or to meet agency leadership requests.

4 Support Areas and Contract Line Item Number (CLIN) Requirements

CLIN 1: This Firm Fixed Price (FFP) **Mandatory** CLIN shall provide technical support for IBF's **FMLOB& CALOB**, which currently includes 2 Corporate applications and 42 FM applications. This CLIN will be required throughout the life of the task order and will cover 100% of the costs for the Budget/Program Analyst & IBM Rational Platform Support positions that will provide support across all IBF business lines.

CLIN 2: This FFP **Mandatory** CLIN shall provide technical support for IBF's **HRLOB**, which currently includes approximately 10 applications thru May 31, 2018. This CLIN will be mandatory for the first eighteen months of the task order. However, the Government anticipates that the HRLOB work will significantly decrease by March 30, 2018, which is the target date for migrating the majority of GSA's ePayroll applications to a new federal HRLOB shared service provider. However, CLIN 3 will cover optional HRLOB technical support for the balance of the task order and will be exercised if GSA's HRLOB Divestiture plans change.

CLIN 3: This FFP **Optional** CLIN shall provide technical support for IBF's **HRLOB**. The first period of performance for this Optional CLIN will be June 1, 2018 - Nov 30, 2018. This HRLOB CLIN will also be optional for all subsequent Option Years and will be exercised if GSA's divestiture strategy changes.

CLIN 4: This Optional Not To Exceed (NTE) \$1,000,000 Surge CLIN shall be used to provide surge support throughout the life of the task order. These optional tasks shall be utilized to accommodate periods which require specialized additional support above and beyond the FFP tasks under the aforementioned CLINs, over the course of this contract as the need arises. These tasks are optional and may be Time and Materials (T&M) and/or a FFP task which can be exercised throughout the life of the contract by issuing a detailed Statement of Work (SOW) specifying duration and requirements of work to be completed. The exact skillset required and deliverables required will be determined at the time of the task order issuance.

CLIN 5: This Optional Not To Exceed \$10,000 Travel CLIN shall apply across all lines of business and shall be used only when approved by the COR for travel to support major initiatives when the contractor cannot attend virtually.

5 Overview on Lines of Business

5.1 Financial Management Line of Business (FMLOB) Environment

GSA recently made a strategic decision to keep all of the FM applications currently maintained by IBF and will be focusing on a FoxPro conversion project thru Sep 2017. There is already a FoxPro Conversion project underway that will transition the majority of functionality for the two largest FoxPro applications to other solutions that will not be maintained by IBF. These are also two of the largest FM applications currently maintained by IBF.

However, a subsequent phase of the FoxPro Conversion project is scheduled to start October 1, 2016 and will consist of VITAP Standard Acquisition Interface Enterprise Service Bus, VITAP GUI and related backend jobs, and USERDBRUN conversion projects. GSA expects the Contractor who is awarded this task order to work with contractors employed by another Contractor who will be supporting the FoxPro conversion project thru July 2017. The Government has two dedicated FoxPro application subject matter experts. However, maintaining incumbent contractors with domain experience and application subject matter expertise is critical to reducing project risk.

GSA has initiated an Application Rationalization effort for all of the FMLOB applications. This process is intended to create a multi-year roadmap for each application and reduce the overall number of FMLOB applications by transferring functionality to GSA's core financial management system (Pegasys).

At this time, IBF has a total of seven contractors providing technical support for all IBF FM applications. The current contract staff consists of: 1 IT Project Manager, 4 Programmers (2 .Net, 1 FoxPro, 1 Oracle), 1 Analyst, and 1 Tester. This contract staff currently supports a total of 42 IBF FM applications.

Currently, five (5) contractors provide FoxPro application support on a contract that expires Dec 14, 2016, but these 5 contractors are not dedicated to FoxPro application support. However, one GSA SME/programmer and one SME analyst on another contract will be dedicated to the FMLOB FoxPro Conversion project. In addition, another vendor will also provide 3 .Net programmers and one analyst thru June 2017.

IBF will have 3 GSA analysts and 5 GSA programmers supporting the CALOB and the FMLOB, and their time will be split between these two lines of business. However, most of their time will be dedicated to FMLOB projects.

5.2 Corporate Applications Line of Business (CALOB) Environment

This is a new line of business for IBF that currently includes providing technical support for two (2) applications that are supported by IBF or likely to be in 2016. However, there are approximately 7 legacy PBS applications (mostly .Net) that will likely be transferred to IBF in 2017. This application portfolio will eventually consist of several applications built in-house by GSA as well as some Commercial Off the Shelf (COTS) applications.

There is currently very little activity in this new line of business, and we do not have any dedicated government or contractor resources supporting this new line of business. All of the legacy PBS applications are currently in a code freeze, but IBF would like to have a dedicated analyst and programmer work with the OCFO to find interim and final solutions for these applications.

IBF will have 3 GSA analysts and 5 GSA programmers supporting the CALOB and the FMLOB, and their time will be split between these two lines of business. However, most of their time will be dedicated to FMLOB projects.

Current Staff and Service Offices

1. Office of GSA IT (Formerly Office of the Chief Information Officer)
2. Office of Administrative Services
3. Office of Citizen Services and Innovative Technologies
4. Office of Civil Rights
5. Office of Communications and Marketing
6. Office of Congressional Affairs
7. Office of General Counsel
8. Office of Governmentwide Policy
9. Office of Human Resource Management (Formerly Office of the Chief People Officer)
10. Office of Mission Assurance
11. Office of Small Business Utilization
12. Office of the Administrator
13. Office of the Chief Financial Officer
14. Office of the Regional Administrators

5.3 Human Resources Line of Business (HRLOB) Environment

Looking to the future and in response to the U.S. Government's austerity measures, GSA wishes to divest its Human Resources (HR) shared services to focus instead on its core missions (including acquisitions, real estate, and some technology services). Therefore, GSA is currently pursuing a divestment strategy for its HRLOB, which includes ten (10) ePayroll applications maintained by IBF.

Most of the work required to maintain GSA's Payroll Accounting and Reporting system (PAR) is done by GSA employees. However, there is one full-time incumbent programmer with more than 20 years of federal payroll experience who works exclusively on PAR development projects, and this resource is considered critical to GSA's payroll operation. There is another part-time contractor analyst with more than 20 years of PAR experience who is also considered critical to GSA's payroll operation.

Implementing this divestment strategy includes migrating payroll data for GSA and all of its external payroll clients to another payroll system and decommissioning GSA's existing ePayroll applications. Therefore, IBF anticipates that DM&E efforts for ePayroll applications will include 1) projects required to implement legislative or regulatory requirements until the payroll migration is completed, 2) small enhancements projects necessary to meet critical agency needs during the migration period, 3) small projects required to support agency reporting initiatives, 4) supporting HRLOB divestiture requirements gathering efforts, 5) supporting data mapping to new provider, and 6) assisting in parallel testing for the migration.

IBF will use the optional surge CLIN if there is a need for additional HRLOB divestiture support not listed above.

6 Task Requirements

Tasks shall include: 1) project management, 2) analysis, development, and implementation support, 3) operational support, 4) testing events, 5) IBM Rational support, 6) Budget/Program Analyst, and 7) Not To Exceed \$10,000 Travel support for all IBF lines of business. This task order will be issued to a single awardee and the Contractor shall be responsible for executing all requirements contained in this performance work statement as directed.

Line of Business	Status	Approx # of Apps	Current Contractor Staffing Levels	Estimated Divestiture Date	Task Requirements
CALOB	New and growing line of business	Only 2 apps now, but 7 legacy PBS applications will likely transfer to IBF in 2017	We currently use HRLOB contractors to support the 2 CALOB applications. 2 PBS contractors currently support 7 applications that will be transferred to IBF in 2017, but these are not dedicated resources	N/A	1) project management; 2) analysis, development, and implementation; 3) operational support; 4) testing events; 5) IBM Rational; 6) Budget/Program Analyst, and 7) Optional NTE Travel
FMLOB Technical Support for all FM Apps	Established line of business with no plans to divest	42 FM applications	7 contractors provide technical support for <u>all</u> IBF FM applications Contract Staff consists of: 1 IT Project Manager, 4 Programmers (2.Net, 1 FoxPro, 1 Oracle), 1 Analyst, and 1 Tester Additional contractor staff includes 3 .Net programmers & 1 analyst thru July 2017	N/A	1) project management; 2) analysis, development, and implementation; 3) operational support; 4) testing events; 5) IBM Rational; 6) Budget/Program Analyst, and 7) Optional NTE Travel

HRLOB	Divesting	10	Six contractors currently support the HRLOB GSA also has 4 analysts and 3 programmers supporting the HRLOB	Quarter 2 or 3 of FY 2018 divesting most of ePayroll applications in the HRLOB portfolio	1) project management; 2) analysis, development, and implementation; 3) operational support; 4) testing events; 5) IBM Rational; 6) Budget/Program Analyst, and 7) Optional NTE Travel
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6.1 Project Management

The Contractor shall be responsible for providing all administrative, technical, and managerial resources necessary for the management of this contract. The Contractor shall develop and update project schedules and plans; mobilize resources to execute the work represented in the plans; monitor progress against the plans; provide briefings and reports of activities; review deliverables to ensure conformance to the quality assurance plan and specifications (See 6.1.9 **Quality Assurance and Quality Control**); and resolve support issues within its responsibility.

The Contractor shall be responsible for the development, maintenance, and execution of the management plans referenced in this task. These plans shall provide procedures and timelines for the development, delivery, and execution of all deliverables in the subsequent task areas. The Contractor shall be the focal point for all project management issues, and shall provide an escalation procedure to keep the Government informed both verbally and in writing of any concerns or problems that arise. The Contractor shall apply agile project management and agile development principles and best practices.

The Contractor shall:

- Ensure detailed forward planning at the task level as specified in the Quality Assurance Surveillance Plan;
- Establish schedule-based budgets that permit visibility into the progress of the tasks;
- Report contract performance and identify any problems or issues as early as possible; and
- Ensure all major milestones are met.

The Contractor shall establish milestones for each task against which progress shall be monitored and evaluated. These milestones must be related to distinct and measurable products. Each task shall be subdivided into discrete work elements according to a structured top-down approach that emphasizes the relationship of work elements to each other and to the overall task. The discrete work elements shall be the basis for progress reporting and for financial monitoring and control of the project.

6.1.1 Project Planning

Within five (5) business days of the contract award, the Contractor shall contact the Contracting Officer's Representative (COR) to request a kick-off meeting. The Government will schedule the kick-off meeting at the government site no later than

six (6) business days from the award date with the designated government personnel in attendance. The Contractor shall come prepared to the kick-off meeting to discuss the following:

- Proposed resource allocation and staffing plan;
- Proposed project timeline for key milestones; and
- Deliverables;

Following the kick-off meeting, the Contractor shall deliver the following project planning deliverables per the schedule described in Section 7.3 Deliverables, and Table C.3 Deliverables and Acceptance Criteria:

Management Plan

- A management plan that addresses the scope, assumptions, constraints, task objectives, key milestones, Contractor's project organization and contract administration, delivery schedule, and deliverables;
- Review of incumbent's management plan due within 5 business day of contract award;
- The Contractor shall submit monthly updates to the plan;

Project Master Schedule

- A project master schedule that includes all planned activities, due dates, dependencies, resources, and schedule conflicts;
- Review of incumbent's project master schedule is due within 5 business day of contract award;
- The Contractor shall submit monthly updates to the schedule;

Project Plan/Work Breakdown Structure

- Microsoft Project Plans shall be created for all O&M and DM&E projects;
- Project Central is an alternative to creating a MS project plan;
- A work breakdown structure shall capture all required task and sub tasks that must be executed by the project team;

6.1.2 Project Status Meetings

Project status meetings shall be scheduled to address the prior month's project progress, planned activities for the following month, potential problems or conflicts that may impact the schedule, scope or cost defined as the triple constraint, change management impacts, and project status.

The Government and the Contractor PM shall jointly schedule and chair project status meetings and will be attended by the Contractor and Government team leads. Project Status Meetings shall continue throughout the life of the contract. The meetings shall present risks, risk status and mitigation strategies, configuration management and change control topics and/or issues.

6.1.3 Other Meetings

The Contractor shall attend and support Change Control Board (CCB) meetings on a bi-weekly basis as required. The Contractor shall present the status of the ESC tasks closed during the prior week, ESC tasks scheduled to be worked on the current week and the following week

6.1.4 Meetings Agendas and Minutes

The Contractor shall produce agendas at least one (1) business day before meetings and meeting minutes no later than two (2) business days following the meeting.

6.1.5 Weekly Status Reports

The Contractor shall prepare and distribute a weekly status report that documents the activities and achievements in the prior week and the planned activities, milestones, deliverables due, and meetings for the following week. The report shall document any problems or unresolved issues that may impact the project(s). The report shall be delivered to the Government Management each week.

Weekly status reports shall include:

- Executive summary;
- Prior week's accomplishments;
- Activities planned for the current week;
- For development and implementation work, the status, to include objectives met, work completed and work outstanding;
- Status of defects, issues, or changes submitted to the CCB;
- Successes;
- Issues/actions, resolutions or obstacles impeding progress and recommended solutions;
- Potential schedule, cost or scope problems;

6.1.6 Monthly Status Reports

To minimize the time spent on report preparation, the Contractor shall provide the Government with a reporting process and a sample Monthly Status Report (MSR) template based on contracting best practices. In addition to the monthly status report, the Contractor shall submit an updated project or work plan to the Government Project Lead, Contracting Officer (CO) and COR monthly.

MSRs shall include:

- Status Report summary;
- Key activities and deliverables for the past month, by task;
- Key activities and deliverables for the current month, by task;
- Key activities and deliverables proposed for the following month, by task;
- For analysis, development and implementation work, the status, to include objectives met, work completed and work outstanding;
- Status on risks and mitigation strategies;
- Contractual changes, if any;
- Potential schedule, cost or scope problems;

- Summary of meetings for the past month;
- Staff/resource status, including new staff added to the contract or staff that have left the contract;
- Summary information on the deliverables delivered during the past month;
- Contractor personnel contact information;
- ESC Task statistics for the past month such as defects/incidents;

6.1.7 Project Coordination

The IBF Support Contract involves coordination with a number of different internal and external stakeholders, which may be government personnel or other contractors. Duties will be performed through collaboration with all parties. Proper chain of command and roles and responsibilities shall be established and maintained to work effectively in this type of environment. Coordination shall take place in writing through formal processes such as status reports and participation in project meetings and informal processes while working side by side.

6.1.8 Risk Management

The Contractor shall deliver a Risk Management Plan to the Government for approval. The objectives of the risk management plan are to identify, address, and eliminate risks before they become threats to success or major sources of rework. The Contractor shall provide a process for identifying, documenting and handling risk and issues and help define appropriate mitigation strategies and solutions. The Contractor shall support and participate in risk status reviews. The Contractor shall provide status information as specified by the COR in the correct format and level of detail.

6.1.9 Quality Assurance and Quality Control

The Contractor shall deliver a Quality Assurance Surveillance Plan (QASP) to the Government for approval and implement a QASP program which establishes, implements, and maintains an effective QASP to ensure consistent technical quality for all deliverables, work products, and services performed under this Contract. The QASP program shall include management and technical reviews and audits to validate the quality of the work performed by the Contractor's personnel and of the work performed by its subcontractors. The QASP program shall incorporate all processes required to develop, document, monitor, review, analyze and conduct the Contractor's development, maintenance and execution.

6.1.10 Staffing/Resource Planning

The Contractor shall deliver a staffing approach/proposed staffing table to the Government for approval. The Contractor shall identify and provide to the Government any known technology resource requirements and other materials that are needed for IBF support across all lines of business. Resumes of key and non-key personnel shall be provided with the Offeror's response for Government consideration and review.

The Contractor's staffing recommendations shall be based on analysis of current and projected requirements for performance, product quality, and security as well as compliance with federal standards.

6.1.11 Change Management

The Contractor shall follow and maintain, if provided by the government, or create a new Change Management Plan as directed by the Government PM or COR to facilitate a workforce transition. The Change Management plan shall cover all analysis, development and implementation work for new and existing applications and their supporting processes changes throughout the project life cycle. The Change Management plan shall consist of the following:

- Readiness assessments, transformation plans, communication and collaboration, training, and performance measures;
- Individual and organizational change drivers;
- Barriers to change;
- Techniques and guidelines for implementing change and overcoming barriers;
- Communications techniques to disseminate changes to user and management community;
- A process to obtain buy-in by inviting user and management participation throughout system development and implementation;
- End user training to facilitate change;

6.1.12 Communications Management

Communications among all stakeholders must be managed and controlled throughout the project lifecycle. This includes communications among the Contractor, the Government, government customers, and project stakeholders, including development teams, system users, project sponsors, business unit/support services, project core team members, process group owners and the COR. Government executives shall be informed of the status of the project as it progresses and how they are impacted.

The Contractor shall coordinate and work with the IBR Application Communications and Training Branch to document a communications plan and follow the Communications Management Plan as directed by the Government PM or COR.

If the IBR Application Communications and Training Branch are not available, the Contractor shall create a new Communications Management Plan as directed by the Government PM or COR. The plan shall identify the methodology and the Contractor's approach in addressing the communications throughout the project life cycle. The Communications Management Plan shall align and support the Change Management project goals. It should identify the key communication documents, supporting activities, the parties involved in either creating or receiving the particular documents, and the frequency by which documents are produced or the activities occur.

The Contractor shall implement the communication activities identified in the Communication Management Plan approved by the Government.

6.1.13 Security Management

The Contractor shall follow and maintain, if provided by the government, or create a new Security Management Plan as directed by the Government PM or COR. Security of the application and government data is paramount to the government and the

Contractor shall follow all applicable regulations and guidelines relating to security as specified in Section 9 of this PWS. Access to the various IBF systems shall be approved in advance by the Government.

6.2 Analysis, Development, and Implementation Support

The Contractor shall support system configuration changes, database changes, upgrades, required data conversions, training on all phases of testing as described under the testing tasks, and user support for major software and system changes. Additionally, the Contractor shall manage and implement new IBF applications and maintain existing IBF applications.

Applications

The development and implementation support shall cover the following current applications or other applications as directed:

Table C.1 IBF's Current Application Portfolio

Line of Business	Application / System	Description	Status as of May 2016	Target Divestiture Date
HRLOB	Authorized Leave and Overtime Help Application (ALOHA) Platform: J2EE	The Authorized Leave & Overtime Help Application (ALOHA) provides an automated work-flow where employees request leave or overtime and managers/supervisors login to review and approve/deny their requests.	Soft code freeze. Only changes required to correct bug fixes, resolve ALOHA/ETAMS variances, or respond to IG findings	Spring 2018
HRLOB	Electronic Time and Attendance Management System (ETAMS) Platform: PowerBuilder	Electronic Time and Attendance System is a sub application of FEDdesk that provides Time and Attendance and Labor Distribution input for all Agencies outsourcing their payroll function to GSA.	Soft Code freeze Only changes required to correct bug fixes, resolve ALOHA/ETAMS variances, respond to IG findings, or support mandated changes	Spring 2018
HRLOB	Historical Access Reports for Payroll (HARP) Platform: Oracle	HARP is a reporting tool for historical payroll data utilized by the National Payroll Center. This application allows users to view published, read-only accounting, payroll, and column change reports based on the users access level. Examples of the reports and data that can be viewed using HARP include: biweekly and consolidated payroll reports, employee paystubs, and employee payment and deduction information.	Code freeze	Spring 2018
HRLOB	HR Shared Leave Platform: Oracle	The HR (Human Resources) Shared Leave application allows GSA and client agency HR offices to establish terminate, update, and query shared leave recipient account information in the Payroll Accounting and Reporting (PAR) system. HR Shared Leave is accessed via the internet on the applications website. The other use of HR Shared Leave application is to allow database administrators at the BDT office to perform user administrator functions such as: creating a new user account, updating an existing user account, resetting a user account, locking a user account, or deleting a user account as needed, as well as coordinating leave that is donated to particular recipients.	Code freeze	TBD

HRLOB	<p>Labor Distribution System (LDS)</p> <p>Platform: Oracle</p>	<p>The ePayroll – FEDdesk - Labor Distribution System (LDS) is used to apply salary data and time and attendance data, from PAR and ETAMS respectively, to various projects in order to determine the cost for the projects for budgeting, cost control, performance measurement, determining fees and prices for services, assessing programs, and management decision making. LDS provides OCFO and clients a centralized historical source for obtaining information in support of Payroll, Labor Distribution, ABC/M, E2 Travel, OPM Accounting, RRB Accounting, and limited HR information.</p>	<p>Code Freeze</p> <p>Only changes to support Pegasys, mandated changes, and correct bug fixes</p>	
HRLOB	<p>LPM (Labor Projection Model Subsystem of LDS)</p> <p>Platform: Oracle</p>	<p>Provides the OCFO with basic labor forecasting using CHRIS and PAR data. Operational Reports are Accessed via Oracle Discoverer and backend is PL/SQL performs the projection processing.</p>	<p>Code freeze</p> <p>Only changes to support Pegasys, mandated changes, and correct bug fixes</p>	TBD
HRLOB	<p>PAR (Payroll Accounting and Reporting)</p> <p>Platform: Oracle</p>	<p>PAR consists of operational transaction database for payroll data and a reporting data mart and both of these provide reporting and accounting transactions to GSA and clients core financial system. PAR is supported by time and attendance and miscellaneous reimbursement information systems. A brief description of each of the application modules are included below.</p> <p>PAR is a major application that provides complete payroll functionality for an employee's entire service life, from initial hire through final payments at separation and submission of retirement records to the Office of Personnel Management. PAR is a fully automated, nationwide, civilian payroll system. GSA professionals developed, designed, programmed, implemented, and maintain PAR at GSA's Heartland Finance Center, Kansas City, Missouri. It provides a full range of payroll services for 27,000 employees, which includes GSA and 46 independent agencies or presidential commissions.</p>	<p>Primarily supported by GSA employees. However, we use two contractors to supplement GSA's PAR team, which includes (one) 1 full-time programmer and (one) 1 part-time analyst who both have more than 20 years of subject matter expertise that is critical to the success of GSA's HRLOB.</p> <p>Must continue to implement legislative and regulatory changes, correct bug fixes, support Pegasys changes, etc.</p>	Spring 2018
HRLOB	<p>PAR WEB Reports</p> <p>Platform: Oracle</p>	<p>Used by the National Payroll Branch to query data for research purposes.</p>	Code freeze	Spring 2018

HRLOB	Voluntary Leave Transfer Program (VLTP) Platform: Oracle	Web-based module used to donate leave to an approved Shared Leave recipient.	Code freeze	Spring 2018
HRLOB	Web Payroll Accounting Code Change (WEBPACC) Platform: J2EE	FEDdesk module used to update payroll accounting distribution codes in the Payroll system.	Code freeze	Spring 2018
CALOB	National Staffing Application Platform: MS Access	Used by the OCFO and OHRM to do staffing projections	Currently maintained by IBF Requires O&M and DM&E	N/A
CALOB	BEC Assurance Statement and Internal Control System (BASICS) Platform: .Net	BASICS is used by GSA managers to input their yearly assurance statements and to conduct regularly scheduled internal control reviews. BASICS is designed to implement the requirements of OMB Circular A-123, Management's Responsibility for Internal Control.	Will likely transfer to IBF in 2016 Requires O&M and DM&E	N/A
CALOB	BA54 Tracking Tool Platform: .Net	BA54 Project tracking tool & automated spend plan combines data from IRIS & FMIS	Will likely transfer to IBF in 2017 Requires O&M and DM&E	N/A
CALOB	RWA Tracking Tool Platform: .Net	Submittal tool for RWAs serves as tracking tool and centralized repository	Will likely transfer to IBF in 2017 Requires O&M and DM&E.	N/A
CALOB	EAS Utility Platform: MS Access	Used for onboarding, transfers, etc.	Will likely transfer to IBF in 2017 Requires O&M and DM&E	N/A
CALOB	GSA Survey 360 Platform: .Net	Used by OCFO to track Pegasys documents	Will likely transfer to IBF in 2017 Requires O&M and DM&E	N/A
CALOB	ULO Database Platform: .Net	Used by PBS to track unliquidated orders	Will likely transfer to IBF in 2017 Requires O&M and DM&E	N/A

CALOB	PUM Log Platform: .Net	Tracks data entry and approval of Region 5 transactions that need to be entered into Pegasys (i.e., contracts, mods, direct payments, credit card logs, receiving reports). The application serves as a workflow management tool, keeping records of customer requests that have not been recorded as Pegasys transactions.	Will likely transfer to IBF in 2017 Requires O&M and DM&E	N/A
CALOB COTS Software	Misc. Corporate COTS Software	Miscellaneous commercial off the shelf software applications used by CXO organizations supported by IBF	Require minimal O&M support	N/A
FINANCIAL MANAGEMENT APPLICATION NAME	FUTURE PLANS	DESCRIPTION OF FINANCIAL MANAGEMENT APPLICATIONS		Category
UPPS	Decommission with 3rd party Utilities payment process. Target date Sep 30, 2017	The Utility Payment Profile System was developed to assist the R7 Finance users with tracking and paying GSA utility bills and projections of utility payments. Users maintain utility accounts and key payments in the UPPS application. The UPPS system also produces a file of utility payment information for the PBS-IS EUAS system.		FoxPro
USRDBRUN	Decommission with VITAP conversion to .NET. Target date Sep 30, 2017	USRDBRUN is used for access control management for VITAP (other apps have already been migrated to CAAM).		FoxPro
VITAP	Conversion to .NET for all Invoice processing only Application Rationalization Underway. The rest decommissioned with SAI and 3rd party Utilities. Target decommission date Sep 30, 2017	<p>VITAP is a front end accounts payable system that provides a variety of functionality for the FAS and PBS business lines. VITAP provides data for three of the OCFO Web applications: Web Vendors, Invoice Search, and PO Search. It also provides interfaces for the UPPS to flow into Pegasys. External customers (vendors) use VITAP to submit invoices either via the Web or an invoice hardcopy that is then scanned and entered into VITAP.</p> <p>VITAP INBOX: This application is a feeder to. INBOX processes flat files from FAS Feeder systems (RBA/NBA/TOPS/CIS) for processing through VITAP and into Pegasys</p> <p>VITAP OUTBOX: OUTBOX formats VITAP and Lease Accruals transactions in the TBOX format and transmits to the Pegasys TBOX.</p>		FoxPro
Adventure Travel Platform: MS Access	Targeted to be eliminated with Standard Acquisition Interface project and convert invoice processing only to .NET	The Adventure Travel application is a feeder to Pegasys and converts the TMR, E2, and CW files for centrally billed airfare and transaction fees into a BULKLOAD input file. It is tied to E2 and may consolidate with HFC Application Portal project. This is a small application which allows some processing directly with Ad Travel (Travel Agency) bypassing Concur.		Non FoxPro
ARCS Platform: JEE	Application Rationalization underway.	This application is currently used for searching historical information on non-federal debt as well as DOJ restitutions and settlements. Most of the functionality converted to Pegasys via BAAR. Users need access to ARCS for historical research & queries on vendors and past debt. Historical information includes data on vendors, individuals, any non-federal debtors and claims against non-federal and non-tax debt.		Non FoxPro

BART Platform: .NET	Application Rationalization underway.	BART1 provides accounts receivable tracking, report generation, and management information. BART1 allows Finance users to track outstanding and closed bills (back to March 1995), add notes, and generate delinquency notices for mailing. Region 07 users can key and submit NEAR batches for billing transactions within BART. Region 06 and Region 07 versions have slight differences in operation and each have their own copy of the data (Bill data updated daily from NEAR files FD165M, FD465D and FDAR).	Non FoxPro
BillView Platform: .NET	Application Rationalization underway.	Billview is a web application search tool that allows users to review/view statements and invoices generated by GSA billings.	Non FoxPro
BulkLoad – FODDCSC Platform: Java Oracle	Application Rationalization underway.	The FODDCSC (Financial Operations and Disbursement Division, Customer Support Centers) is an application that collects DFAS (Department of Defense Finance and Accounting Service) CSC order requisitions to generate obligating documents in to Pegasys. It likewise generates the liquidating payment document to pay down the established accrual (obligating document). These payments are received as IPAC payments. During processing, business rules are applied to ensure that errors that may occur in the input systems (CSC, IPAC) do not introduce themselves into the financial system, Pegasys.	Non FoxPro
BulkLoad – Framework Platform: Java Oracle	Application Rationalization underway.	BULKLOAD was a web application that uploads PEGASYS formatted Accrual, Accrual Correction, Payment, and Standard Voucher Excel and Flat files from BCE and DC Courts customers. It allows the users to review, edit and delete uploaded records, performs PEGASYS relationship validation before building a PEGASYS output batch file, and FTP's the batch file to a PEGASYS FTP server. This application was updated in FY2013 to include the Financial Operations and Disbursements Division Customer Supply Center (FODDCSC) functionality, which provides the GSA Heartland Finance Center associates with the ability to research and analyze the CSC accrual and billing information related to the purchase of supplies through the Department of Defense Finance and Accounting Service (DFAS).	Non FoxPro
BulkLoad - RECON/NWTB Platform: Java Oracle	Application Rationalization underway.	Module within BulkLoad - Framework.	Non FoxPro
CAAM Platform: .NET	Application Rationalization underway.	System used for authorization.	Non FoxPro
CARS Platform: VisualCron FoxPro	Read-only - will be converted to MS Access	Provides accounts receivable tracking, report generation, and management information for PBS concession leases.	Non FoxPro
Check Cancellation Platform: MS Access	Application Rationalization underway.	The Check Cancellation application provides support to Pegasys and is used by associates in BCE to import check cancellation files from Treasury and provide data for associates to make appropriate accounting entries. This data is also used in the cash reconciliation process performed by BCE.	Non FoxPro

Child Care Subsidy (CCS) Platform: Oracle JBoss	Application Rationalization underway.	The child care subsidy application is used by the Financial Operations and Disbursement Division and the External Services Branch to pay invoices to childcare providers for GSA and ARMY employees participating in the child care subsidy program. Child Care Subsidy is the Oracle Forms portion of the Quadra system.	Non FoxPro
Childcare Platform: MS Excel	Application Rationalization underway.	Used by the Financial Operations and Disbursement Division and the External Services Branch to pay invoices to childcare providers for NBP and USCG employees participating in the child care subsidy program.	Non FoxPro
Daily Trial Balance Platform: MS Access	Application Rationalization underway.	Daily Trial Balance supports daily reconciliation of trial balance accounts between FMIS and Pegasys; users of Daily Trial Balance review cash balances by Treasury symbol to confirm balances and identify discrepancies. FMIS does not provide the reconciliation capability and formatted reports that Daily Trial Balance provides.	Non FoxPro
DODAAC Platform: .NET	Application Rationalization Recommendation for Elimination	This application provides support to NEAR and allows authorized GSA associates to search for Dept of Defense Activity Address Code information. Allows GSA field offices and R6 and R7 Finance Offices to lookup DODAAC information.	Non FoxPro
FedPay - Govt Vendors Platform: Oracle	Application Rationalization underway.	FEDPAY is an invoice matching system developed by GSA to pay for supplies shipped either to a warehouse or directly to customers. FedPay – Govt Vendors provides an interface for FedPay to government vendors.	Non FoxPro
FedPay - GSA Users Platform: Oracle	Application Rationalization underway.	FEDPAY is an invoice matching system developed by GSA to pay for supplies shipped either to a warehouse or directly to customers. This application provides an interface to GSA users.	Non FoxPro
Finance Home Page – Internal Platform: Web	Application Rationalization underway.	Web site with links to FM apps.	Non FoxPro
Finance Home Page External Platform: Web	Application Rationalization underway.	Web site with links to FM apps.	Non FoxPro
FTS Expense Accrual Platform: .NET	SAI Related Decommission	FTS Expense Accruals allows authorized FAS-FTS Regional Offices to enter and process expense accruals for FTS documents. Additionally, this application allows users to search for Purchase Orders (POs) with open obligations.	Non FoxPro
GSA Financial Management Data Collection (formerly called Worksheet Adjustments) Platform: .NET	Application Rationalization underway.	Used to upload Worksheet Adjustments, GTAS files, and Status of Funds Spending Plans to a repository where it can be used to create Business Objects reports. This application allows authorized users to upload Worksheet Adjustments to a central repository, as well as, delete records based on fiscal year, fiscal month and fund. The application also allows the Finance Centers to submit approved monthly worksheet adjustments that are stored into the repository, and it allows authorized users to upload a GTAS file and test specific validations to the file. Note: As part of the Status of Funds project, this application will be renamed and three (3) types of files will be uploaded: 1) Worksheet Adjustments, GTAS, and Status of Funds Spending Plans. This application was formerly known as Worksheet Adjustments.	Non FoxPro

Invoice Search Platform: .NET	Application Rationalization underway.	Invoice Search is an application that searches for invoices in the VITAP system to track paid and delinquent (over 20 days old) invoices. The application allows users to view outstanding and paid invoices in the VITAP and Pegasys systems, submit electronic receiving reports, view images of invoices, and reject invalid invoices via the web.	Non FoxPro
IPAC Recon Platform: MS Access	Application Rationalization underway.	IPAC Recon provides support to Pegasys and is a FoxPro utility used in conjunction with IPAC Search data for daily reconciliation of Pegasys and Treasury IPAC account (only used for Account Location Code 16). Users of IPAC Recon use the reconciliation capability to identify discrepancies for further research.	Non FoxPro
IPAC Search Platform: MS Access	Application Rationalization underway.	IPAC Search stores data received from Treasury and Pegasys and provides query capability to the data. IPAC Search also creates a PCBatch file to automate accounting entries for cash collections. Users download the Treasury and Pegasys IPAC transactions daily for GSA bank accounts ALC 16, 17, and 18. This application houses the transactions for research. Ultimately OCFO uses this application to confirm the status of the IPAC transactions, and identify which transactions need to be processed in Pegasys. Approximately 80 percent of Treasury data is sent to Pegasys BAAR automatically. CFO reviews and identifies the remaining approx. 20 percent of transactions that need to be forced manually; this can be due to the transaction type or data entry.	Non FoxPro
Lease Year End Accruals Platform: .NET	Application Rationalization underway.	Leases Year End Accruals allows Public Building Services (PBS) field offices in each region to submit year end lease expense accruals to Pegasys. This application is only open during the month of September.	Non FoxPro
OARS Platform: Visual Cron .NET	Read-only - will be converted to MS Access	Provides accounts receivable tracking, report generation, and management information for PBS leases to non-federal customers.	Non FoxPro
Pegasys Forms Delete Platform: .NET	Application Rationalization underway.	Pegasys Forms Delete is a web application that allows authorized users to request the deletion of forms in Pegasys.	Non FoxPro
Pegasys Open Items Platform: .NET	Application Rationalization underway.	Pegasys Open Items allows GSA field offices to perform reviews of open items (Purchase Orders) via the web to verify that the obligations reported to the Department of Treasury and OMB agree with supporting agency records. This application presents data to the users who review the amounts and documents to decide whether or not to deobligate. Pegasys Open Items also allows finance users to review actions taken by field offices and determine if items should be deobligated or are valid. Comments are recorded for user actions taken by field offices or finance which are saved to the VITAP database. Additionally, the application provides summary and detail reports of actions taken by PBS users via the Pegasys Open Items review functionality. Users also have the ability to perform read-only searches on open items. These searches are used by the Project Manager, Financial Office, and Contracting community nationwide to identify available funds on accounting lines for contracts (i.e., open obligation search)	Non FoxPro
Pegasys Payment Search Platform: .NET	Application Rationalization underway.	Pegasys Payment Search allows users to see the status of past and pending Pegasys payments including check/EFT dates via the web.	Non FoxPro

Pegasys Vendor Request Management Platform: .NET	Application Rationalization underway.	This application provides support to Pegasys. Pegasys Vendor Request Management was built to replace New Vendor Request to eliminate the need for users to submit PII via unencrypted email.	Non FoxPro
POLDR Platform: .NET	Application Rationalization underway.	POLDR provides the R7 Financial Operations Division a consolidated view of matched documents including purchase orders, receiving reports, invoices, and payment authorizations in order to expedite the approval or disapproval of payments in Pegasys. POLDR pulls together all four documents into four quadrants of a single screen so that the Financial Analyst can review the payment prior to certification.	Non FoxPro
RSNAP Platform: .NET	Application Rationalization underway.	RSNAP provides, to Funding Officers and Contract Officers, pending recurring orders (RO's) to be approved. The approved RO's will be used to send vendors a notification via email for recurring service contracts indicating the amount of funding available for work to continue on the order. The information is retrieved from the PEGASYS Visual FoxPro tables and an Oracle table based on the search criteria. The results are shown to the user on the web page and the user has the ability to download the results into an Excel file.	Non FoxPro
SASY Platform: FoxPro	Application Rationalization Recommendation for Elimination	Sales System (SASY) is an Access database with FoxPro backend. Four users query on vehicles which have been sold. The SASY system is updated by the Re-marketing people in each region and SASY updates the Fleet Mgt System (FMS) which in turn updates the Pegasys system; FoxPro utility used by BCEA used to query Vehicle Sales information.	Non FoxPro
SIFT Platform: Oracle	Application Rationalization underway.	Tracks and record receipt of payments for the collections of the MAS industrial funding fees, and the GWAC.	Non FoxPro
TRS (Transaction Reporting System) Platform: MS Access	Application Rationalization underway.	This application provides support to Pegasys. TRS is an MS Access Utility used by BCEA to import files from Treasury used in the cash reconciliation process; Replaced Ca\$hLinkII.	Non FoxPro
Utilities System (Web) Platform: .NET	Application Rationalization underway.	Consists of three different 'Utilities Reports' types: Profile Payment Adjustment (PPA): Internally to the PBS and the Financial Services Division, the PPA report is used to monitor expired utility contracts to prevent payments on contracts that should not be processed. Master: Internally to the Financial Services Division, the report is used to monitor utility contract status and workload analysis. The Master Report is used by PBS regional offices to review contracts and follow up on pending items. Payment History: The payment history links internal and external users to images of the paid invoices and is the only source available to field office personnel to validate the random samples required by GSA's OMB decision supporting the utility payment process (GSA's OMB decision allows FSD to make a payment to utilities without a receiving report.	Non FoxPro
VisualCron	Application Rationalization underway.	Automated backed jobs in support of FM apps.	Non FoxPro

VisualCron (non-VITAP DB)	Application Rationalization underway.	Automated backed jobs in support of FM apps.	Non FoxPro
Web Vendors Platform: .NET	Application Rationalization underway.	Web Vendor is used by GSA vendors to search for their Purchase Orders, past and pending payments, status of invoices, and submitting new invoices electronically. This can only be used for invoices processed via VITAP.	Non FoxPro
WebBill Platform: Oracle	Application Rationalization underway.	The Federal Supply Service (FSS) Web Billings application provides GSA Associates and FSS customers the ability to retrieve, research, and analyze FSS billing information related to the leasing of government fleet vehicles and the purchase of supplies through the internet.	Non FoxPro

6.2.1 Platforms and utilities

The development and implementation support shall cover additional utilities and platforms as directed, such as the Enterprise Service Bus (ESB) and IBM Rational.

6.2.2 System Change Analysis

For all system changes, the Contractor shall provide the following services:

- The Contractor shall analyze the requirements.
- The Contractor shall develop Impact Analyses (IAs) that document the impact of proposed changes to the government's applications. The IAs shall include:
 - Rough estimates of life cycle costs for proposed new or changed systems, including operations and maintenance costs with the use of appropriate technology, tools, and methods.
 - Time estimates for proposed new or changed systems, including operations and maintenance with the use of appropriate technology, tools, and methods.
- The Contractor shall prepare Requirements Analyses which include Hardware Requirements Analyses and Technical Environment Assessments.
 - The Hardware Requirements Analysis shall include the need for application servers, database servers, and other devices required for government upgraded software.
 - The Technical Environment Assessment shall include the need for Web Logic software, Application Server software, database server software, and any middleware or other software required to operate the government software.
- The Contractor shall assist current or potential application users in identifying and describing problems or system performance improvements, through troubleshooting.
- The Contractor shall investigate the source and impact of identified issues and problems, determine the feasibility of a system solution, and identify the system solutions.
- The Contractor shall analyze users' business requirements and prepare user stories and/or functional specifications for a proposed new or changed system.
- The Contractor shall assist and guide prospective users of a proposed new or changed system in:
 - Quantifying the benefits of having the system (or the penalties for not having it)
 - Assessing the impact of the system on their organization and on the operation of their business.
- The Contractor shall prepare all Systems Development Life Cycle documentation for the Planning, Requirements, Design and Development, Implementation, and Operation and Maintenance phases.
- The Contractor shall assist the Government Project Lead/Task Lead in:
 - Analyzing the costs, benefits, and risks of the proposed system change.
 - Conducting alternative analysis.
 - Understanding the Business Line Executives Concept of Operations and subsequent requirements of the system.

- Providing input for Executive Business Cases.
- Providing recommendations for interim and long-term solutions.
- Drafting 'As Is' and 'To Be' diagrams.
- Analyzing existing business processes and recommending changes to streamline, enhance, or reengineer.
- Providing guidance on the implementation.
- The Contractor shall prepare, in conjunction with developers, users, implementers, and operations representatives, the acceptance (or parallel) test plan for the new or changed system.
- The Contractor shall prepare, in conjunction with developers and test team, reusable test scripts for the new or changed systems.
- The contractor shall perform system change analysis related to security scanning findings.

6.2.3 System Change Development

- The Contractor shall be responsible for planning, processing, and development and code changes.
- The Contractor shall be responsible for design and development of systems making specific determinations pertaining to maintaining existing application performance and efficiency.
- The Contractor shall review and repair legacy code.
- The Contractor shall conduct system analysis and development to keep government systems current with changing technologies.
- The Contractor shall analyze system specifications and translate system requirements into technical specifications.
- The Contractor shall develop System Design Documents (SDDs) that annotate and trace requirements for design features of government applications.
- The Contractor shall analyze system changes and unit test results of the applications.
- The Contractor shall develop Implementation Plans that annotate and trace requirements for deployment of government applications.
- The Contractor shall participate in GSA IT project discussions, prove-out and testing of platforms, and technical review and comment when directed.
- The Contractor shall assist in the standardization of various applications through engineering and deployment support.
- The Contractor shall support development tool-sets.
- The Contractor shall develop, implement, and maintain the SDLC training and guidance web interface.
- The contractor shall perform system development related to security scanning findings.
- The contractor shall share technical information with government or contract staff and provide cross-training on development and operational support techniques.

6.2.4 Training

- The Contractor shall design, develop, and maintain user manuals and corresponding training programs for the systems being developed and maintained.

6.3 Operational Support

6.3.1 Access Control Management (ACM)

- The Contractor shall perform re-certification of all contract staff, as well as track the users on contract without system access. This includes managing background investigations, training certificates, access request forms, and other required government forms for all active contractors.

6.3.2 Systems Operations and Monitoring

- The Contractor shall review a multitude of system event logs from government systems.
 - The Contractor shall identify any operational errors and determine corrective actions needed.
 - The Contractor shall identify any exceptions and determine if the exception(s) is a true security incident after analysis of the information collected.
 - If a valid security incident has been detected, the Contractor shall notify the Information System Security Manager (ISSM) and work with system and application staff to mitigate the incident and take the appropriate measures to preserve evidence.
 - The Contractor shall work with the ISSO and system owner to take any necessary action to correct or mitigate identified incidents.

6.3.3 Audit Support

- The Contractor shall re-certify database accounts for system applications.
- The Contractor shall verify the list of accounts and ensure that the proper paperwork is on file for each user to re-certify for the fiscal year.
- The Contractor shall provide Statements on Standards for Attestation Engagements (SSAE) 16 and FSA fiscal year audit support to independent auditors for government systems
 - The Contractor shall send evidence of log reviews, raw logs, user reports to the Government and provide WebEx demonstrations or a review repositories and processes.
- The Contractor shall gather and provide other evidence and documentation as required for all required audits and self-assessments
- The Contractor shall maintain required application security documentation
- The Contractor shall draft and execute Plans of Actions and Milestones and Corrective Action Plans for audit findings

6.4 Testing

The Contractor shall conduct individual unit or module testing, system and regression testing for all applications maintained by IBF.

The Contractor shall provide support to the Government and or the Independent Verification and Validation (IV&V) contractor to perform user acceptance testing, end-to-end testing, load testing, regression testing, cycle testing, and patch testing as required.

All testing, excluding the unit testing, shall be performed in the government test environment as directed by the COR.

All Contractor testing shall be documented to the extent that tests can be retested based on the documentation. The Contractor shall provide a written description of any error or deficiency that the Government identifies or that is identified to the Contractor. The Contractor shall correct defects or deficiencies in the application(s) and related documentation.

The Contractor shall test all development work for new/existing applications and their supporting processes in the development and test environments prior to installation in the production system environment. Software shall not be passed to the Government for User Acceptance Testing (UAT) unless acceptance criteria have been met. Decisions to move software into production shall be approved by the Government.

6.4.1 Test Strategy

The Contractor shall follow and maintain or create a new Test Strategy document as directed by the Government PM or COR that implements industry best practices. The purpose of the Test Strategy document is to ensure that the Contractor and the Government have a mutual understanding of how the test process will operate. The Test Strategy, which shall be less than 10 pages, shall address the following:

- Testing methodology, tools, and reporting;
- Approach, definition, and coverage for all testing, including unit, system, acceptance, integration, and regression tests;
- How configuration management and change management will be incorporated into the testing process;
- Criteria for completion and closure of testing; and
- Documentation that will be produced during testing, including the format of the Test Plan.

6.4.2 Test Plans

The Contractor shall follow and maintain or create a new Test Plan as directed by the Government PM or COR that addresses all software testing for new and existing applications and their supporting processes. The Test Plan shall document the following:

- The approach and methodology to conduct unit testing, system testing, acceptance testing; integration testing (including end-to-end testing), regression testing, performance testing, user load testing and batch performance testing;

- The approach and methodology to conduct performance testing;
- How the Contractor shall assist the Government in performing the acceptance and integration (end-to-end) testing;
- Detailed Test Cases, including Test Case descriptions, setups, and expected results; and
- Detailed Performance Test Cases, including Test Case descriptions, setups, and expected results.

For tasks involving software development, the Test Plan shall include a requirements traceability matrix (RTM) to ensure appropriate tests are performed as changes are made. Test Cases shall be based upon the functional and technical analysis and shall be developed with a thorough knowledge of the government's data set and performance requirements. The Test Plan and Test Cases shall be reusable throughout the life cycle of the application.

6.4.3 Test Scripts

After the Test Plan has been approved by the Government, the Contractor shall develop Tests Scripts that implement the Test Cases identified in the Test Plan. The Test Scripts shall include the detailed testing steps in addition to the data listed in the Test Plan. The Test Scripts shall be sufficiently robust to support UAT. The Test Plan and the Test Scripts, which will be used by the Government to perform UAT, must be agreed upon by the Government in advance and may be augmented with additional tests.

- The Contractor shall deliver a Requirements Traceability Matrix for all test efforts
- The Contractor's Requirements Traceability Matrix template must be approved by the COR

6.4.4 Testing Controls

The Contractor shall conduct tests in accordance with the Test Plan. The Contractor shall perform or participate in testing activities in accordance with the following table:

In the table below, "X" indicates Responsibility is assigned and "S" indicates Supporting Role.

Table C.2 Test Responsibilities

TEST TYPE	GOVERNMENT AND/OR IV&V	CONTRACTOR
Unit/Module		X
System		X
User Acceptance	X	S
Integration (End to End)	X	S
Load Testing	S	X
Contractor Regression		X
Government Regression	X	S

The Contractor shall document, analyze, correct, and re-test discrepancies. Controls shall be in place to ensure that the testing is complete and accurate and the results are acceptable to the Government before the system is put into use. Controls shall provide checks and balances and separation of duties. Controls shall also serve to track testing progress against schedules and the accuracy of the system. Controls at a minimum shall be in accordance with GSA Configuration Management processes and separation of duties.

6.4.5 Unit/Module Testing

The Contractor shall perform software unit/module testing and software quality assurance inspections and audits in the development environment. When the Contractor has completed this testing it shall be turned over for placement under configuration control for promotion from the development environments to the controlled environments for system testing.

6.4.6 System Testing

The Contractor shall perform system testing which includes the testing of functional and technical requirements and system integration across modules both internal and external. Discrepancies shall be documented, analyzed, corrected, and re-tested. The system test must be completed, documented and accepted by the Government. It shall then be turned over for placement under configuration control for promotion to the Government test environments.

6.4.7 User Acceptance Testing

The Contractor shall support the Government's UAT with instructions, SME support, software quality assurance inspections, and audits. When acceptance testing is completed and the Government has approved the code, it shall be turned over for placement under configuration control for promotion to UAT environment. Errors will be reported through the configuration process for correction and retesting.

6.4.8 Integration (End to End) Testing

The Contractor shall support the Government's Integration (End to End) Testing. The Integration Testing includes testing all newly added or upgraded functionality of the IBF HRLOB, FMLOB and CALOB applications. The Contractor shall provide required assistance and work closely with all parties involved in Integration Testing. Discrepancies shall be documented, analyzed, corrected and re-tested through the configuration control process.

6.4.9 Regression Testing

The Contractor shall conduct regression testing on an ongoing basis to ensure changes to the system have not impacted the system functionality and performance. The Contractor shall plan, schedule, test, and provide regression testing results to the Government.

6.4.10 Load Testing

The Contractor shall conduct performance testing for all new applications. The Contractor shall plan, schedule, test, and provide performance testing results to the Government in order to receive approval to deploy new applications production

6.5 IBM Rational Platform Support

6.5.1 Technical Support

The Contractor shall manage all technical support efforts for the IBM Rational Change Management platform. Current GSA IT implementation of the IBM Rational suite of products includes the primary products ClearQuest and ClearCase, as well as secondary products such as Requisite Pro, Functional Tester and Manual Tester. The Contractor shall provide support for the IBM Rational Platform products to include the following activities:

- The Contractor shall install, configure, administer, and manage all Rational server products that are required to meet the enterprise strategy for change management
- The Contractor shall apply application updates and security patches as required to keep systems up-to-date
- The Contractor shall plan and execute backend component upgrades and migrations
- The Contractor shall support and configure product authentication and authorization and user administration when required
- The Contractor shall use best practice methodologies to support configuration management plans and strategies for applications
- The Contractor shall plan and execute data migration into and from the Rational suite of applications
- The Contractor shall assist in the design and execution of integration strategies for all Rational tools in support of change management processes
- The Contractor shall provide solutions to meet customer needs in terms of SDLC customization, reporting, and other change management requirements
- The Contractor shall provide technical helpdesk-type support for Rational tools listed above

- The Contractor shall use the Application Programming Interface (API) to extend Rational tools' functionality
- The Contractor shall design and develop ClearQuest Schemas, hooks (Perl/VBScript), and workflows to meet customer change management requirements
- The Contractor shall design and manage ClearQuest and ClearCase Unified Change Management (UCM)
- The Contractor shall administer and support Base ClearCase and UCM
- The Contractor shall develop ClearCase scripts, tools, and utilities as needed
- The Contractor shall create, update, and maintain operational and administration documents for Rational tool technical support
- The Contractor shall ensure proper segregation of duties is maintained within the tool privileges as stated and required by IBF System Security Plans for various applications
- The Contractor shall support reporting, research, and general inquiry for system audits
- The Contractor shall serve as a platform technology subject matter expert (SME) for Government resources, project managers, developers, and testers, performing proof-of-concept and development duties when required

6.5.2 Emerging Technologies

The Contractor shall advise GSA IT on existing and future technologies and potential cost savings. Deliverables include participation with GSA IT standard groups, coordination of GSA IT information technology (IT) architecture, and liaison with industry consortia.

6.5.3 Tool Migration Support

During the period of performance, GSA may decide to use a different software product to fulfill the requirements currently performed by the IBM Rational software. The Contractor shall provide IBM Rational support for migration to a separate tool or alternative platform that supports similar functionality. This support may include providing access to, or information about, the IBM Rational software. It may also include developing IBM Rational scripts to migrate content or configuration out of the IBM Rational software.

6.6 Budget/Program Analyst Support

6.6.1 Liaison between Central Office and Regional Offices

Work independently with OCFO BD Division directors and management as liaison between Central Office and the regional offices to provide comprehensive communications support. This support includes, but is not limited to preparing ad hoc reports, providing input in the writing of strategic documents based on organizational need (user guides, spreadsheets, standard operating procedures, articles, etc.). Incorporate strategies into IBF regional goals and objectives by assisting in the development of communications tools for use by management,

supervisors and staff. Further, successfully carry out to completion, special projects as assigned and engage in the planning and organizing of IBF events and programs.

6.6.2 Budget Execution

Have extensive experience in the areas of budget and procurement and assist in the management of division budgets and procurement activities in conjunction with CO. This includes participation in mid-year and fiscal year-end activities, budget execution activities, report creation and updates, procurement of hardware, software and services, and tracking and recording of expenditures, creating funding documents, exercising task order options, researching open obligations, and paying and tracking invoices.

6.6.3 Travel and Training support

Engage in budget-approved training and travel coordination for IBF staff. Update budget spreadsheets accordingly. Manage the scheduling of required training for staff members and associated logistics. Schedule approved travel through E2 travel application with accommodations and logistics specific to purpose and location provided.

6.6.4 On-Boarding and Off-Boarding

Initiate, coordinate, and track all on-boarding and off-boarding activities for GSA employees and contractor staff.

6.6.5 Manage Regional Office Activities

Manage the Kansas City IBF office and facilities by researching, identifying and implementing methods that promote improved communications, efficiency, employee comfort and morale, and a healthy work environment. In addition, work with CO and vendors for purchase and repair of furniture and office equipment.

6.6.6 Provide Misc. Administrative Support

Be proficient in Microsoft Office Suite, Access Management Tools, Momentum Financial System (Pegasys), Budget Management System, GSA Credential and Identify Management System (GCIMS), GSA Service Catalog, E2 Solutions, GSAXcess, and Adobe Professional, and have the ability through the use of these systems to effectively coordinate workload and timeline requirements with IBF internal and external customers. In addition, research systems as needed to identify problems and work with helpdesk teams and general user base to resolve technical issues, and provide training to user base as required.

Budget/Program Analyst Requirements:

- Bachelor's degree in business, communications, or a related field of study
- Four to five years government related work experience
- Experience in office and facility management
- Budget/procurement/contract management experience
- Ability to handle multiple assignments and prioritize tasks effectively
- Strong interpersonal skills with the ability to effectively communicate on all levels

- Demonstrated ability to deliver results in a dynamic, fast-paced, high- tech environment
- Ability to maintain strict confidentiality
- Self-motivated, flexible with ability to handle large workloads

6.7 Optional Supplemental/Surge Task Support (Labor Hours or FFP – Not To Exceed \$1,000,000 per period of performance)

The Government may exercise an optional supplemental task support requirement, as needed, to request that additional Contractor personnel be assigned to perform a variety of tasks. The Contractor personnel shall perform duties as specified by the COR or the Government Project Lead for a defined period of time as agreed to by the Government and the Contractor. This support may be related to the tasks defined in Sections 6.1 through 6.4 (i.e., additional Contractor personnel for surge work) or it may be in addition to those tasks. The areas of supplemental task support may encompass any of the following task areas outlined in the BPA Performance Work Statement Section 5:

- Pool #5.1: Government Program Management Office Support
- Pool #5.2: Concept, Design and Strategy for IT software applications
- Pool #5.3: Development, Implementation and Release Management – for IT software applications
- Pool #5.4: Systems Administration – architect and engineer, configure, manage, deploy, scale, maintain and operate applications, websites, cloud hosting and platforms
- Pool #5.5: Information Systems Security – implement IT security measures to ensure systems operate at manageable and acceptable levels of risk

6.8 Optional Not To Exceed \$10,000 Travel per period of performance

The Government may exercise an optional not to exceed \$10,000 travel task across all three (3) business lines in support of major initiatives where the contract staff cannot attend virtually. All travel must be approved in advance by the COR.

6.9 Enterprise Service Bus (ESB) Support

6.9.1 Technical Support

- The Contractor shall provide software architecture, design, and development support on new and existing ESB and Service Oriented Architecture (SOA) applications. Applications will be built on technologies to include Web Services, Simple Object Access Protocol (SOAP), Web Services Description Language (WSDL), Extensible Markup Language (XML) Schema Document (XSD), Enterprise Application Integration (EAI), Java Enterprise Edition (JEE), and JBoss Enterprise SOA Platform (JBoss SOA-P).
- The contractor shall provide operational support for existing ESB interfaces, including resolving issues with existing interfaces and communicating with support staff from feeder systems or Pegasys.

- The contractor shall monitor daily operations of the ESB through server logs, database logs, email notifications, or other methods. The contractor shall track issues and resolutions in appropriate logs.
- The contractor shall provide testing support for ESB interfaces, including but not limited to implementing configuration or deployable code developed by other contractors and troubleshooting issues that occur during feeder system testing.
- The contractor shall work with the GSA infrastructure teams to research, configure, and test solutions related to software upgrades, security scans, audits, or other configuration changes.
- The contractor shall create documentation related to software design and technical configuration information about the ESB.
- The contractor shall share information with government or contract staff and provide cross-training on development and operational support techniques.

6.9.2 Emerging Technologies

The Contractor shall advise GSA IT on existing and future technologies and potential cost savings related to the ESB. Deliverables include participation with GSA IT standard groups, coordination of GSA IT information technology (IT) architecture, and liaison with industry consortia.

7 OPERATIONAL REQUIREMENTS

7.1 Key Personnel

The Contractor shall assign to the Contract tasks qualified personnel to manage the project. Certain individuals shall be designated as Key Personnel. Key personnel shall be dedicated and full time. Key Personnel must be experts in their field.

Key Personnel include those that perform in the following roles:

- FMLOB/CALOB IT Project Manager (experience leading agile development)
- FMLOB FoxPro Programmer with subject matter expertise in federal FM systems required thru Sep 30, 2017 to help with FoxPro Conversion project;
- FMLOB Lead .Net Programmer with experience developing financial management apps;
- FMLOB Lead Analyst with experience developing financial management apps
- HRLOB IT Project Manager (experience leading agile development)
- HRLOB Senior Development Engineer with federal payroll experience;
- HRLOB Senior Analyst with federal payroll experience (currently a part-time position);
- Budget/Program Analyst with experience with federal budget execution and on-boarding;
- IBM Rational Platform Systems Administrator;
- Service Oriented Architecture (SOA) Systems Architect;

The contractor shall not remove or replace any personnel designated as key personnel, for either this task order, without the written concurrence of the CO. This notification shall be no later than ten (10) calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s) in sufficient

detail to permit evaluation of the impact on task order performance. The Government will approve initial contactor key personnel at time of award. Replacement key personnel will be approved in writing by the Government.

Prior to substituting personnel specified in proposals in response to an RFQ, the contractor shall notify the Government CO and the COR. Substitute personnel qualifications shall be equal to, or greater than, those of the person(s) that are being substituted for. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the task order, the contractor may be subject to cancellation or termination for cause.

Resume Submission

The Contractor shall provide a resume for all proposed personnel for consideration. All resumes shall include at least the following information:

- **HSPD-12 Clearance Status**
- **Employment status** [one of the following shall be indicated on the resume]
 - Current, on-board Contractor employee
 - Current, on-board employee for _____, Subcontractor to Contractor
 - Commitment made between Contractor and individual, signed Commitment Letter attached
 - Commitment made between _____, Subcontractor to Contractor, and individual, signed Commitment Letter attached
- **Certification**
 - The following statement shall be signed by the individual of the resume: *"I hereby certify that this information is accurate to the best of knowledge and belief."*
 - The following statement shall be signed by the Contractor: *"I hereby certify that (Contractor Name and/or Subcontractor Name) has verified the foregoing information and it is accurate to the best of our knowledge and belief."*

7.2 Desired Skills and Knowledge

The Contractor shall provide adequate staffing resources to fully execute the requirements contained in this SOW. Preference will be given to an Offeror who proposes key personnel and staff who have a current NACI clearance, which will allow them to start work immediately after contract award. All contractors performing under this task order must immediately be submitted for a Minimum Background Investigation clearance because they will have access to Personally Identifiable Information (PII) and/or Sensitive But Unclassified (SBU) information. **Preference will be given to an Offeror who proposes key personnel and staff who also have a current MBI clearance and/or submit resumes for incumbent staff.**

- Assignment-ready personnel resources must include but are **not** limited to:
 - Project Management experience supporting complex Federal IT projects and migrations;
 - Programmer experience with subject matter expertise in federal financial management systems (preferably a VITAP, UPPS, and Userdburn SME);

- Programmer experience with JBoss SOA-P/JBoss Fuse development experience;
- Programmer experience with of Java/JEE experience;
- Programmer experience with .Net (preferable converting FoxPro to .Net);
- Programmer experience with Oracle development and Oracle Forms development experience providing O&M and DM&E support for a federal payroll system;
- Part-time analyst with subject matter expertise in supporting a federal payroll system;
- Analyst experience working with end users to gather, document, and test requirements; preparing systems development life cycle documentation; working with programmers to design software applications; troubleshoot production problems; analyzing production bugs; analyzing data issues, performing impact analysis; performing fit gap analysis; designing reports;
- Budget/Program Analyst with federal government related budget experience (preferably GSA IT budget and acquisitions experience);
- Assignment-ready personnel resources for supplemental task support as agreed to by the Government and the Contractor in accordance with Section 6.7 Optional Supplemental Task Support.
- The Contractor shall possess the ability to design and develop software to fulfill technical & functional requirements utilizing, but not limited to, the following technologies and languages:
 - Service Oriented Architecture (SOA)
 - Sybase PowerBuilder
 - ASP.NET (WebForms, Classic ASP, and MVC)
 - ASP.NET languages and technologies (Visual Basic, C#, Entity Framework, Web API, third-party components)
 - Visual FoxPro
 - MS Visual Studio
 - Enterprise Application Integration (EAI)
 - Unified Modeling Language (UML)
 - Java Enterprise Edition (JEE)
 - Eclipse IDE
 - Apache Ant
 - Java Message Service (JMS)
 - Enterprise Java Beans (EJB)
 - Extensible Markup Language (XML)
 - Web Services Description Language (WSDL)
 - Simple Object Access Protocol (SOAP)
 - Representational State Transfer (REST) web services
 - JavaScript Object Notation (JSON)
 - Universal Description, Discovery, and Integration (UDDI)
 - XML Schema Document (XSD)
 - Oracle DBMS
 - Oracle Business Intelligence (Discoverer)
 - Oracle Development Tools Suite (Forms, Reports, JDeveloper, Etc.)
 - Oracle Stored Procedures, PL/SQL
 - Oracle Application Development Framework
 - Java Applets

- Open Source Content Management Systems (Drupal, WordPress)
 - PHP
 - Web Development (desktop and mobile)
 - Responsive Web Design techniques
 - HTML5
 - Stylesheet languages: Cascading Style Sheets (CSS), Syntactically Awesome Stylesheets (SASS), Less
 - JavaScript
 - JavaScript Libraries such as JQuery, Bootstrap, AngularJS
 - JBoss Enterprise SOA Platform (JBoss SOA-P)
 - JBoss Fuse
 - JBoss Developer Studio
 - Secure programming practices and web services security
 - LDAP and external authentication integrations
 - Web services tools: SOAPUI, LoadUI
 - MS Office Suite - Excel, MS Access, VB scripting etc.
 - MS SQL Server DBMS
 - Microsoft IIS Web Delivery Platform
 - Java web frameworks: Java Server Faces (JSF), Struts
 - Perl and VBScript (used in IBM ClearQuest hooks)
 - ICEfaces Enterprise Edition
 - Java Persistence API, Object Relational Mapping, Hibernate
 - Windows based Job scheduling (cron, VisualCron)
 - Cloud computing platforms
 - Version control tools: ClearCase, git, Visual SourceSafe, Team Foundation Services.
- The Contactor shall maintain and expand the skill and knowledge set required to both support the above objectives and to advise IBF on existing and future technologies and potential cost savings.

7.3 Deliverables

All deliverables shall adhere to these general acceptance criteria in addition to the acceptance criteria stated in **Table C.3 Deliverables and Acceptance Criteria** and proposed by the Offeror:

- All documents shall be page numbered.
- All documents shall have no spelling or grammatical errors.
- All deliverables shall incorporate industry best practices in project management and O&M.
- All deliverables shall adhere to government accounting practices.
- All deliverables shall be accurate (as of the date of submission).

All deliverables and all tasks to be performed shall be in accordance with the specifications defined in Sections 6, Task Requirements, and 7, Operational Requirements.

All products, including memoranda, records, reports, computer programs and inventions developed specifically for this requirement by the contractor shall become the property of the government, including the proprietary rights therein.

Deliverables in Table C.3 Deliverables and Acceptance Criteria will be assigned to the Contractor by the Government Project Lead for each project.

Table C.3 Deliverables and Acceptance Criteria

#	PWS SECTION	DELIVERABLE	DUE DATE / FREQUENCY	GOVERNMENT ACCEPTANCE CRITERIA
1.	6.1 Project Management	Management Plan	<ul style="list-style-type: none"> ▪ Review of incumbent's current management plan is due within five (5) business days of contract award ▪ Monthly updates 	<ul style="list-style-type: none"> ▪ Addresses the project scope, assumptions, constraints, objectives, tasks, task durations, resources, key milestones, deliverables, and risks,
		Quality Assurance Surveillance Plan	<ul style="list-style-type: none"> ▪ Due with technical proposal 	<ul style="list-style-type: none"> ▪ Permit visibility into the progress of the tasks ▪ Reports contract performance and identify any problems or issues as early as possible ▪ Provides project level reporting for large projects ▪ Implements peer reviews for analysts that includes reviews of requirements documentation and testing ▪ Implements peer code reviews for programmers ▪ Ensure all major milestones are met
		Project Master Schedule	<ul style="list-style-type: none"> ▪ Review of incumbent's project master schedule is due within 5 business day of contract award ▪ Monthly updates 	<ul style="list-style-type: none"> ▪ Includes all planned projects, initiatives, and activities; due dates; dependencies; primary resources; key milestones

#	PWS SECTION	DELIVERABLE	DUE DATE / FREQUENCY	GOVERNMENT ACCEPTANCE CRITERIA
				<ul style="list-style-type: none"> Identifies schedule conflicts and risks
		Work Breakdown Structure for O&M and DM&E Activities	<ul style="list-style-type: none"> Within five (5) business days after project kick-off unless COR approves extension 	<ul style="list-style-type: none"> Delivered via Microsoft Project or Project Central Provides detailed information about tasks, resources, duration, dependencies, start dates, end dates, and other information to calculate earned value variances
		Meeting Agenda	<ul style="list-style-type: none"> One (1) business day prior to each meeting 	<ul style="list-style-type: none"> Agenda items including: <ul style="list-style-type: none"> Status review and discussion Problems/conflicts/issues/risks Defects, ESC Tasks Future/planned work activities Action item
		Meeting Minutes	<ul style="list-style-type: none"> No later than two (2) business days after each Meeting 	<ul style="list-style-type: none"> Accurate synopsis of meeting Includes list of meeting attendees Accurately records and assigns action items
		Weekly Status Report	<ul style="list-style-type: none"> Weekly (specific day/week TBD) 	<ul style="list-style-type: none"> Includes the following: <ul style="list-style-type: none"> Executive summary Prior week's accomplishments Activities planned for the current week For new development and implementation work, the status, to include objectives met, work completed and work outstanding Successes stories Issues/actions, resolutions or obstacles impeding progress and recommended solutions Potential schedule, cost or scope problems
		Monthly Status Report	<ul style="list-style-type: none"> Monthly (specific day/week TBD) 	<ul style="list-style-type: none"> Includes the following: <ul style="list-style-type: none"> Status Report summary Key activities and deliverables for the past month by task Key activities and deliverables for the current month by task Key activities and deliverables proposed for the following month by task For new/existing development and implementation work, the status, to include objectives met, work completed and work outstanding Status on risks and mitigation strategies Contractual changes, if any

#	PWS SECTION	DELIVERABLE	DUE DATE / FREQUENCY	GOVERNMENT ACCEPTANCE CRITERIA
				<ul style="list-style-type: none"> ▪ Potential schedule, cost or scope problems ▪ Summary of meetings for the past month ▪ Staff/resource status ▪ Summary information on the memoranda delivered during the past month ▪ Contractor personnel contact information ▪ ESC Task statistics for the past month
2.	6.1.12 Communications Management	Communications Management Plan	<ul style="list-style-type: none"> ▪ Forty-five (45) business days after contract award or as directed 	<p>Includes the following:</p> <ul style="list-style-type: none"> ▪ Incorporates industry best practices for Communications Management ▪ Identifies Contractor's approach ▪ Supports change management goals ▪ Identifies key documents ▪ Incorporates GSA-specific Communications Management guidelines, procedures and policies as applicable ▪ Identifies communications methods
3.	6.2.3 System Change Analysis	Impact Analysis	<ul style="list-style-type: none"> ▪ As required <u>or</u> ▪ Per approved project plan 	<p>Includes:</p> <ul style="list-style-type: none"> ▪ Implications of the Proposed Change ▪ System Elements Affected by the Proposed Change ▪ Effort Estimation for a Requirements Change (by Task) ▪ Comments from government
		Requirements Analysis	<ul style="list-style-type: none"> ▪ Per approved project plan 	<p>Includes:</p> <ul style="list-style-type: none"> ▪ Entity Relationship Diagram ▪ Functional Requirements ▪ Technical Requirements ▪ Operational Requirements ▪ Security Requirements ▪ System Availability Requirements ▪ Performance Requirements ▪ Requirements Traceability Matrix ▪ Final Approved Requirements
4.	6.2.4 System Change Development	<p>SDLC documents include but are not limited to:</p> <ul style="list-style-type: none"> ▪ Project Charter ▪ CONOPS ▪ Impact Analysis ▪ Project Plan ▪ System Boundary Document 	<ul style="list-style-type: none"> ▪ Per approved project plan ▪ At each Milestone Review 	<ul style="list-style-type: none"> ▪ Not all documents are required for each project ▪ Small O&M projects require minimal SDLC documents ▪ Large DM&E projects require full documentation ▪ Final documents required by the COR must be Reviewed and Approved by COR or one of the IBF Branch Chiefs

#	PWS SECTION	DELIVERABLE	DUE DATE / FREQUENCY	GOVERNMENT ACCEPTANCE CRITERIA
		<ul style="list-style-type: none"> Functional Requirements Document Interface Control Document Customer MOU System Disposition Document System Design Document Level 0 Document Software Development Document Implementation Plan 		
5.	6.2.4 Training	Developed or Maintained Training Materials	<ul style="list-style-type: none"> As required <u>or</u> Per project plan 	<ul style="list-style-type: none"> Approved User Manuals and corresponding training programs. Existing User Manuals must be maintained
6.	6.4.1 Test Strategy	Test Strategy Documents are required for all major DM&E projects	<ul style="list-style-type: none"> Due ten (10) days before DM&E testing starts <u>or</u> Per project plan 	<ul style="list-style-type: none"> Must be reviewed and approved by COR or one of the IBF Branch Chiefs All test strategy documents must be peer reviewed
7.	6.4.2 Test Plans	Test Plans are required for all O&M and DM&E project	<ul style="list-style-type: none"> Due per project plan All project plans must be reviewed by the COR or one of the IBF Branch Chiefs 	<ul style="list-style-type: none"> Must be reviewed and approved by COR or one of the IBF Branch Chiefs. All test plans shall be peer reviewed
8.	6.4.3 Test Scripts	Test Scripts for each New Interface or Report Development and Upgrade	<ul style="list-style-type: none"> Due per project plan All test scripts must be reviewed by the lead analyst 	<ul style="list-style-type: none"> Test scripts are directly traceable to functional and technical/system requirements All test scripts shall be peer reviewed
9.	6.4.5 Unit/Module Testing	Unit/Module Test Results For all code changes are required	<ul style="list-style-type: none"> Per project plan Immediately following Development of code 	<ul style="list-style-type: none"> All unit testing must be peer reviewed All planned tests/test cases/test scripts have been executed All identified defects have been addressed All defect fixes were verified and regression on adjacent areas was successfully performed as required No unresolved high-severity defects exist that would adversely affect transition to the next phase As required, system code changes are tested with pass rates high

#	PWS SECTION	DELIVERABLE	DUE DATE / FREQUENCY	GOVERNMENT ACCEPTANCE CRITERIA
				enough to warrant transition to the next phase
10.	6.4.7 User Acceptance Testing	System Readiness for UAT	<ul style="list-style-type: none"> Per project plan After System Testing by analyst(s) 	<ul style="list-style-type: none"> Schedule must be coordinated with end users Deliver system for UAT For UAT, prior unit and system testing shall have achieved 95 % testing pass rate
11.	6.4.6 System Testing	System Test Results	<ul style="list-style-type: none"> Per project plan After System Testing by analyst(s) 	<ul style="list-style-type: none"> All planned tests/test cases/test scripts have been executed Pass rates TBD All identified defects have been addressed All defect fixes were verified and regression on adjacent areas was successfully performed as required No unresolved high-severity defects exist that would adversely affect transition to the next phase As required, system interfaces are tested with pass rates high enough to warrant transition to the next phase
12.	6.4.3 Test Scripts	UAT Test Scripts For Each New Interface or Report Development and Upgrade	<ul style="list-style-type: none"> Per project plan 	<ul style="list-style-type: none"> Test scripts are directly traceable to functional and technical/system requirements
13.	6.4.9 Regression Testing	Regression Test Results For Each New Interface or Report Development and Upgrade	<ul style="list-style-type: none"> Per project plan 	<ul style="list-style-type: none"> All planned tests/test cases/test scripts have been executed Pass rates TBD All identified defects have been addressed All defect fixes were verified and regression on adjacent areas was successfully performed as required No unresolved high-severity defects exist that would adversely affect transition to the next phase As required, system interfaces are tested with pass rates high enough to warrant transition to the next phase
14.	8.1.1 Phase-In	Phase-In Plan	<ul style="list-style-type: none"> Within five (5) business days of contract award 	<p>Includes the following:</p> <ul style="list-style-type: none"> Scope Project plan Work breakdown structure Schedule including timeline and milestones Transition monitoring and closing activities Key performance indicators

#	PWS SECTION	DELIVERABLE	DUE DATE / FREQUENCY	GOVERNMENT ACCEPTANCE CRITERIA
15.	8.1.2 Phase-Out	Phase-Out Plan	<ul style="list-style-type: none"> One hundred and eighty (180) business days after contract award 	<p>Includes the following:</p> <ul style="list-style-type: none"> Scope Project plan Work breakdown structure Schedule including timeline and milestones Transition monitoring and closing activities Key performance indicators

7.4 Documentation

For all software changes, the Contractor shall furnish documentation that describes how to operate and maintain the software within the government's environment in a format that allows for printing and copying of the material.

In addition, the Contractor shall provide the following government specific documentation:

- System documentation including third party product documentation
- Operations documentation
- User documentation, e.g., user manuals, user exercises

Updates to documentation for software changes shall be provided by the Contractor.

Documentation shall be presented in a format that is organized and provides enough detail to comprehend the scope of the changes. It shall contain features that make it easy to use for reference and training purposes. Updates to all manuals supporting system changes shall be provided to the Government during the duration of this contract.

7.5 Delivery Instructions

7.5.1 Format

Deliverables shall be submitted electronically to the Government unless otherwise requested. The Contractor shall include a cover letter with each submission, on the prime contractor's letterhead, describing the contents. Hard copy deliverables shall be submitted on 8½ by 11 inch paper be single-sided, and single-spaced.

Prior to the submission of deliverables, the Government and the Contractor will agree on format and nature of the content for the deliverable, to improve deliverable quality prior to effort being expended. Industry Standards and best practices will also be used as a guideline for developing deliverables where applicable.

7.5.2 Deliverable Review and Acceptance

Any deliverable produced under this contract will be accepted or rejected in writing by the Government. Each deliverable shall be provided in draft form unless otherwise noted. The Government will have ten (10) business days to review the deliverable and provide comments to the Contractor. During this review period, the Government will have the right to reject or require correction of any deficiencies found in the

deliverable that are contrary to the information contained in the Contractor's accepted proposal. After receiving the comments, the Contractor shall incorporate the changes into the deliverable and resubmit the final deliverable to the Government within ten (10) business days.

If, after receiving the draft deliverable, the Government fails to complete the review within ten (10) business days, the deliverable will be considered accepted for payment purposes only. If deficiencies are discovered after this period, the Government will provide in writing a description of all deficiencies to be corrected by the Contractor. After receiving the deficiencies, the Contractor shall incorporate the changes into the deliverable and resubmit the deliverable to the Government within ten (10) business days.

7.6 Inspection and Acceptance of Services

The Acceptance Criteria will be used to evaluate each deliverable against the requirements using the following Key Performance Indicators (KPIs), which will be jointly developed by the Contractor and the Government:

- Delivery on project plan dates;
- Earned Value Analysis;
- Major functions;
- Appearance;
- 508 Compliance;
- Customer Satisfaction Surveys and Feedback;
- Personnel level required to use the product ;
- Performance levels;
- Capacity, accuracy, and availability;
- Reliability;
- Repair times;
- Development costs;
- Operational costs;
- Security;
- Ease of use;
- Response time to Service Requests;
- Down time;

7.7 Performance Measures

This task order will be performance-based and, as such, requires inclusion of performance measures, which will also provide a methodology to monitor and meet the business goals crucial to the successful operation of the applications specified in Table C.1 IBF's Current Application Portfolio. As business goals change, the applications need to evolve to ensure continued satisfaction of business goals.

GSA has provided recommended performance measures in Table C.4 Performance Requirements Summary. The Contractor shall provide a more comprehensive list and description of the performance measures, if applicable, for the services that GSA is

requesting within this PWS. The Government will work with the Contractor to finalize the performance measures and review them annually. The Government will measure Contractor performance based on adherence to the accepted performance measures as reported by the Contractor. Failure to adhere to the performance measures may result in the trigger of negative incentives, including fee reductions, as specified in Table 4. Financial consequences will be applied to the invoice immediately following the report of performance measures not meeting acceptable quality levels.

*The government reserves the right to change its method of surveillance at any time during the contract period without advising the Contractor.

Table C.4 Performance Requirements Summary

#	Requirement	Indicators	Standards— Criteria for Acceptance	Acceptable Quality Levels	*Method of Surveillance	Incentive
1	Project management support services including: 1. Project planning 2. Project execution 3. Project control 4. Risk Management	1. High Quality Project Management Support that results in accomplishing project goals within budget and on schedule 2. Accurately defines project scope, resources, stakeholders, schedule, and risks 3. Timely and accurate updates provided in Monthly Status Report (MSR), Project Central, and weekly Monthly Project Status Meetings	Project management quality standards are as follows: 1. Accurate & timely information is provided to decision makers 2. Reports and updates are accurate, detailed, logical, & clearly written 3. Effective analysis of variables is used to analyze and mitigate risk 4. Thorough research is apparent and effectively utilized in the reporting process 5. Milestones are realistic & actionable	1. Project plans accurately reflect work performed & resources required and reconciles to Level of Effort for approved DM&E projects 2. Cost variance on Level of Effort for approved DM&E projects is within $\pm 10\%$ of actual cost invoiced for the project 3. Schedule & Cost variance for DM&E labor-hour projects $\pm 10\%$ 4. Monthly Status Reports delivered via email to the COR on the 15th each month	1. Reconciliation of ESC work tickets to ETAMS Labor Distribution reports 2. Review of ESC to verify release dates & resources 3. Confirmation from IBF PM that due dates were met 4. Reconciliation of project plan dates to dates in MSR and Project Central 5. Review of Project Central notes, dates, attachments, and data 6. Reconcile DM&E project plans to Level of Effort approved by COR 7. Review of DM&E costs invoiced by the Contractor	1. If negative cost variance is outside of acceptable levels for more than two DM&E projects, Contractor will receive a negative past performance evaluation with respect to Project Management Support 2. If negative cost variance is outside of acceptable levels for either of the first two DME projects, GSA will deduct 20% of the final cost overruns from related DME project billing(s) 3. If positive cost variance is outside of acceptable levels (+10%) for more than two DME projects, 10% of the final period's DME billings will be deducted. Note that 3 rd project and all subsequent projects with positive cost variance are subject to this negative incentive If negative cost variance for more than two DM&E projects is outside of the acceptable range, GSA will deduct 50% of cost overruns for related DM&E project billings. Note: 3 rd project and all subsequent

						<p>projects with negative cost variance are subject to this negative incentive</p> <p>4. If schedule & cost variance for all projects is within acceptable variance range, the Contractor will receive a positive past performance evaluation for Project Management Support in CPARS. If schedule & cost variance for all projects is <u>not</u> within acceptable variance range, negative results will be reflected in CPARS</p> <p>5. If the COR determines deliverables are unacceptable and cannot be resolved to the COR's satisfaction, the negative results will be reflected in the Contractor's performance evaluation</p>
2	Operations & Maintenance Support	<p>1. Acceptable availability of core application as it relates to software</p> <p>2. Accurate Impact analysis</p>	<p>1. 98% or > availability as it related to software</p> <p>2. Impact analysis accurately identifies upstream & downstream impacts, and impacts to official applications, security, access control, supporting processes, backend jobs, reports, file transfers, etc.</p>	<p>1. Maintain greater than 98% availability for core applications</p> <p>2. 96-100% accuracy in capturing impact of change in all areas listed under #3</p>	<p>1. ESC tickets, server logs, database logs, user feedback, helpdesk tickets</p> <p>2. Impact analysis documentation, final SDLC documents, ESC, Project Plan, IBF PM, & stakeholder feedback</p>	<p>Favorable GSA rating of contractor performance in CPARS for O&M support in all areas where Contractor meets acceptable quality levels</p> <p>Unfavorable GSA rating of contractor performance in CPARS for O&M support in any area where Contractor does not meets acceptable quality levels</p>

	3. Comprehensive and accurate SDLC documentation	3. All required SDLC planning, requirements analysis, design, and development documentation accurately reflects objectives, scope, stakeholders, requirements (functional, non-functional, operational, and technical), design, and security	3. Less than 5% rework of documentation required	3. Peer Reviews, milestone reviews, and management reviews of required SDLC documentation	
	4. Accurate programming	4. Programming code accurately reflects requirements	4. Less than 3% rework of programming code deployed to production	4. Peer review of code, testing, ECS, tickets, production bugs	
	5. Testing documentation accurately captures errors	5. All required testing documents created & peer reviewed, all testing errors are identified, tracked, and corrected before deploying code to production	5. Testing identifies 98% of errors, less than 2% error rate after deployment, no critical errors deployed to production	5. Peer & management review of testing documents, ESC tickets to identify subsequent releases, and stakeholder feedback	
	6. Timely deployment of O&M projects	6. O&M projects are deployed by scheduled due dates	6. O&M projects deployed per baseline project plan implementation date	6. Project Plans, ESC, Project Central records, monthly status reports	
	7. Adequate & timely Tier 2 & Tier 3 helpdesk support	7. Tier 2 & Tier 3 Helpdesk support for available when needed	7. Responds to Tier 2 & Tier 3 helpdesk tickets within 24 hours of receipt, resolves issues that do not require code change within 72 hours of receipt, and creates system change request for anything that requires a code change	7. Helpdesk tickets, ServiceNow reports, user feedback & surveys	

3	Development, Modernization, and Enhancement Support	1. Accurate Impact analysis	1. Impact analysis accurately identifies upstream & downstream impacts, and impacts to official applications, security, access control, supporting processes, backend jobs, reports, file transfers, etc.	1. 98-100% accuracy in capturing impact of change in all areas listed under #3	1. Impact analysis documentation, final SDLC documents, ESC, Project Plan, IBF PM, & stakeholder feedback	<p>Favorable GSA rating of contractor performance in CPARS for O&M support in all areas where Contractor meets acceptable quality levels</p> <p>Unfavorable GSA rating of contractor performance in CPARS for O&M support in any area where Contractor does not meets acceptable quality levels</p>
		2. Comprehensive and accurate SDLC documentation	2. All required SDLC planning, requirements analysis, design, and development documentation accurately reflects objectives, scope, stakeholders, requirements (functional, non-functional, operational, and technical), design, and security	2. Less than 5% rework of documentation required	2. Peer Reviews, milestone reviews, and management reviews of required SDLC documentation	
		3. Accurate programming	3. Programming code accurately reflects requirements	3. Less than 3% rework of programming code deployed to production	3. Peer review of code, testing, ECS, tickets, production bugs	
		4. Testing documentation accurately captures errors	4. All required testing documents created & peer reviewed, all testing errors are identified, tracked, and corrected before deploying code to production	4. Testing identifies 98% of errors, less than 2% error rate after deployment, no <u>critical</u> errors deployed to production	4. Peer & management review of testing documents, ESC tickets to identify subsequent releases, and stakeholder feedback	

	5. Timely deployment of DM&E projects	5. DM&E projects are deployed by scheduled due dates	5. DM&E projects deployed per baseline project plan implementation date	5. Project Plans, ESC, Project Central records, monthly status reports	
	6. Revised user guides and/or training documentation, websites, etc. to reflect enhancements	6. User guides and/or training documentation, websites, etc. accurately captures new features & functions	6. 100% of new features & functions captured	6. Review of user guide and/or training documents, websites, etc., stakeholder feedback	
	7. Customer satisfied with new functionality	7. New functionality accurately reflects customer's requirements	7. 98% of customer's requirements accurately captured in deployed code	7. Stakeholder feedback, ESC, application review, management review, SDLC documentation	

7.7.1 Negative Incentives

The Contractor will be subject to negative incentives in the form of fee reductions for failures to meet approved performance measures. Fee reductions will apply only to the task(s) specified in Table C.4, and not to other, unrelated tasks during the invoice period. For each invoice period, the fee reduction for unacceptable performance applies to the complete task regardless of the number of acceptable items delivered for that task.

The At-Risk Amount equates to one-twelfth (1/12th) of the Annual Services Charge where the measurement interval for performance measures is monthly. Fee Reductions may exceed the At-Risk Amount for any Measurement Interval less than one year; however, the sum of all Fee Reductions may never exceed the total At-Risk Amount for any Contract Year. Notwithstanding the foregoing, Service Level Fee Reductions are not the exclusive remedy to GSA OCIO for failures to meet any other terms or conditions of the award.

Performance measures will be measured during the first three (3) months of the contract, but no negative incentives will be applied during this initial timeframe. Additionally, the three month negative incentive waiver will begin AFTER the transition period.

7.8 Government Furnished Material

The Government will furnish laptops, docking stations, monitors, badges, applicable software and licenses, soft phones, and desks for on-site Contractors.

7.9 Location of Work

The majority of work required by this Task Order will be performed as follows:

- Location 1:

Corporate Systems Division (IBF)
General Services Administration (GSA)
Two Pershing Square, 2300 Main, Kansas City, MO 64108

- Location 2:
Corporate Systems Division (IBF)
General Services Administration (GSA)
819 Taylor Street, Fort Worth, TX 76120
- Location 3:
Corporate Systems Division (IBF)
General Services Administration (GSA)
1800 F Street N.W., Washington D.C. 20405

Contractor personnel shall be available during the core hours from 8:00 a.m. to 4:30 p.m. Central Time for communicating task status or attending meetings. Other or alternate work locations in the Kansas City area will be specified by the COR following contract award. Contractor personnel will have the option to telework provided that all security requirements are met and the COR approves.

7.10 Period of Performance

The period of performance shall be one (1) year base period with three (3) 1-year options and one Optional 6-Month Extension of Services. The estimated period of performance is:

- Base Period: Dec 1, 2016 – Nov 30, 2017;
- Option Year 1: Dec 1, 2017 – Nov 30, 2018;
- Option Year 2: Dec 1, 2018 – Nov 30, 2019;
- Option Year 3: Dec 1, 2019 – Nov 30, 2020;
- Extension of Services: Dec 1, 2020 – May 31, 2021;

7.11 Facility Access

All contractor personnel who work at GSA facilities must have approval for facility access; the Contractor must supply the names of those employees selected to perform the work.

7.12 Travel

Some travel and work to the Fort Worth, TX, Kansas City, MO, and Washington, DC locations may be required.

Travel may be required on this task and shall be approved by the CO or the COR in writing in advance of any travel being performed. Travel times, other than during the standard work week, shall be performed as may reasonably be required for the expeditious rendering of services and shall be performed to the extent such travel is specifically authorized by the CO or the COR only.

Travel and per diem shall be reimbursed in accordance with FAR 31-205.46, Travel Costs. As applicable, the task order will have a cost-reimbursable line item with a not-to-exceed ceiling amount. It is the Contractor's responsibility to ensure that adequate funds remain on the line item prior to traveling.

The Government understands that travel may be necessary to carryout facilities that are geographically located in other parts of the United States of America. However, the government does not have unlimited funds to disperse in this area. Therefore, a limit of \$10,000.00 US has been established for travel during any Fiscal Year.

8 Transition Management

The Contractor shall deliver a Transition Management Plan to the Government for approval (Per the schedule described in Section 7.3 Deliverables, and Table C.3 Deliverables and Acceptance Criteria) to ensure the smooth transition from incumbent contractor and to a successor contractor. The Contractor shall transition the required services of the contract without interruption to the Government. The contractor shall implement their Transition Plan upon request by the Government. However, the Government may require changes to the plan after submission. Compliance of any Government requested changes or revisions to the plan are due within thirty (30) calendar days of the request, or sooner as negotiated.

Note: The transition period shall not exceed 30 days.

8.1 Phase In/Phase Out

The Phase-In Phase-Out process is defined as a smooth transition from one Contractor to another to maintain the program integrity required under this SOW. The Contractor shall take all actions necessary to achieve a successful transition from the incumbent Contractor and to the follow-on Contractor.

8.1.1 Phase In

The Contractor shall develop a detailed Draft Phase-In Plan detailing the phase-in approach, staffing, activities, risks and schedule as part of their quote to ensure business continuity with no disruption and no impact to existing systems. The COR will provide the Contractor feedback on the phase-in plan and allow the Contractor to make revisions as needed. The plan shall include the criteria described in Section 7.3 Deliverables, Table C.3 Deliverables and Acceptance Criteria. The government anticipates a 30 day Phase In period.

8.1.2 Phase Out

The Contractor shall maintain full performance/compliance based on the PWS during the period of time leading up to expiration or termination. The Contractor shall deliver an Outgoing Transition Management Plan to the Government for approval (Per the schedule described in Section 7.3 Deliverables, Table C.3 Deliverables and Acceptance Criteria) to ensure the smooth transition from incumbent contractor and to a successor contractor. The Contractor shall transition the required services of the contract without interruption to the Government. The contractor shall implement their Transition Plan upon request by the Government. However, the Government may require changes to the plan after submission. Compliance of any Government requested changes or revisions to the plan are due within thirty (30) calendar days of the request, or sooner as negotiated.

9 SECURITY REQUIREMENTS

9.1 General Compliance Requirements

GSA information systems are the property of the U.S. Government. The contractor shall be responsible for adhering to all aspects of the Privacy Act and is prohibited from removing from the worksite any programs, documentation, data or information without the knowledge and expressed written approval of the COR. Contractor personnel shall also adhere to all GSA personnel and IT Security requirements as determined by the Government. The work will be performed at the government site and alternately, at the contractor's site as deemed to be appropriate by both parties to the contract.

9.2 Sensitive Information Storage

Sensitive But Unclassified (SBU) information, data, and/or equipment will only be disclosed to authorized personnel on a need-to-know basis. The Contractor shall ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information. Data and/or equipment will be returned to Government control; destroyed; or held until otherwise directed. Destruction of items shall be accomplished by tearing in to small parts; burning; shredding or any other method that precludes the reconstruction of the material. All sensitive information contained on contractor computers shall be either degaussed or shall use the Department of Defense method of a three time overwrite of the sensitive data.

9.3 Protection of Information

The Contractor shall be responsible for properly protecting all information used, gathered, or developed as a resulting contract award from work under Delivery/Task Orders. The contractor shall also protect all Government data, information, equipment, etc., by treating it as sensitive. All information about the systems gathered or created under this PWS should be considered SBU information. It is anticipated that this information will be gathered, created and stored within the primary work location. If contractor personnel must remove any information from the primary work area, they should protect it to the same extent they would their proprietary data and/or company trade secrets. The use of any information that is subject to the Privacy Act will be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information.

9.4 Confidentiality and Nondisclosure

The preliminary and final deliverables and all associated working papers and other material deemed relevant by the agency that have been generated by the Contractor in the performance of this task order, are the property of the U.S. Government and must be submitted to the COR at the conclusion of the task order. All documents produced for this project are the property of the U.S. Government and cannot be reproduced, retained, or transferred to unauthorized entities. All appropriate project documentation will be given to the agency during and at the end of this contract. The Contractor shall not release any information without written consent of the CO. Any request for information relating to this task order presented to the contractor must be submitted to the CO for approval by the customer agency for a response. Personnel working on any of the described tasks may, at the Government's request, be required to sign formal non-disclosure and/or conflict of interest agreements to guarantee the protection and integrity of the Government's information and

documents. The CO will provide the contractor with the rationale for any disapproval of other than key personnel.

9.5 Privacy Act

The use of any information that is subject to the Privacy Act shall be utilized in complete accordance with all rules of conduct as applicable to Privacy Act Information.

9.6 Section 508 Compliance

All electronic and information technology (EIT) procured through this task order, must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <https://www.gpo.gov/fdsys/pkg/CFR-2011-title36-vol3/pdf/CFR-2011-title36-vol3-part1194.pdf>.

9.7 Comprehensive Security Requirements for Government Information Systems

The contractor shall meet and comply with all GSA IT Security Policies and all applicable GSA and NIST standards and guidelines, other Government-wide laws and regulations for protection and security of Information Technology. All GSA contractors must comply with the GSA policies in Internal Contractor or Government Information Systems-Attachment B.

9.8 Invoicing/Procedures For Payment

Invoicing shall be in accordance with the procedures established in the BPA. The Contractor shall invoice only for hours, approved travel, and/or unique services ordered by GSA and actually used in direct support of the program office. The Contractor shall submit an original monthly invoice for payment to GSA Financial Operations & Disbursement Division.

A duplicate invoice with supporting documentation is sent to the COR who will confirm deliveries or performance made against the invoiced line items to ensure that the correct amounts have been billed and will document any price deductions.

The COR will then certify and provide approval indicating that the invoice is valid for payment. A Receiving Report must be completed authorizing the GSA's payment office to process payment of the invoice. The Receiving Report must be accompanied by a copy of the Government's document(s) accepting the covered services. Invoices are authorized for payment upon the Government's receipt and acceptance of deliverables specified in this Task Order and the receipt of a valid invoice.

Invoices will be rendered no later than the 10th calendar day of the month following performance and must be accompanied by all status reports submitted during that period. The COR must receive a copy of the invoice and all supporting documentation before or at the same time as the GSA Finance Office.

Invoices must include the following:

- Name and address of the Contractor
- Invoice date and number

- Contract Number, Order Number and Pegasys Document Number (Block 4 on GSA Form 300 or Block 20 on the Standard Form 1449) and any contract line/task item numbers; and the project title identified with Task Order.
- Description of the services provided including quantity, unit of measure, unit price and extended price of the item(s) delivered; period of service (one per month) and/or dates that services were provided, etc.;
- Name and address of official to whom payment is to be sent;
- Name, title, and phone number of person to be notified in event of defective invoice; and
- Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.

Please Note: Failure to send both invoice copies could delay your payment.

1. The Contractor will submit an original invoice for payment to GSA Financial Operations & Disbursement Division.
GSA Financial Operations & Disbursement Division (Payment Office)
PO Box 419279
1500 E. Bannister Road
Room 1011
Kansas City, MO 64141
Telephone Number: (816) 926-7287
FAX Number: (816) 926-5189

Invoices can also be submitted electronically via <http://vcss.ocfo.gsa.gov>.

2. A duplicate invoice with supporting documentation is sent to the COR who will confirm deliveries or performance made against the invoiced line items to ensure that the correct amounts have been billed and documents any price deductions. The COR will sign the invoice and complete the Receiving Report to authorize the GSA's payment office to process payment of the invoices.

Final Invoice

Invoices for final payment must be so identified and submitted within 60 days from task completion and no further charges are to be billed. A copy of the written acceptance of task completion must be attached to final invoices. The contractor shall request an extension for final invoices that may exceed the 60-day time frame.

Close-out Procedures

The contractor shall submit a final invoice within sixty (60) calendar days after the end of the Performance Period. After the final invoice has been paid the contractor shall furnish a completed and signed Release of Claims (GSA Form 1142) to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

9.9 Points of Contact

Government IT Program Manager

- Monica Shackelford

817-978-7486
Monica.Shackelford@gsa.gov

Contracting Officer's Representative & Invoice Reviewer

- Monica Shackelford
817-978-7486
Monica.Shackelford@gsa.gov

Government Project Managers

- William Wales, Technical Project Manager
816-926-7821
william.wales@gsa.gov
- Dawn Rea, Functional Project Manager
816-823-5211
dawn.rea@gsa.gov

Contracting Officer

- Carolyn Turner
202-501-2867
Carolyn.Turner@gsa.gov

CLAUSES

All terms and conditions for your Federal Supply Schedule and Blanket Purchase Agreement shall apply to the resulting task order.

CLAUSES INCORPORATED BY REFERENCE

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Full text is available electronically at: <http://www.acquisition.gov/far/>.

52.204-4 Printed or Copied Double-Sided on Postconsumer Fiber Content Paper (May 2011)

52.223-10 Waste Reduction Program (May 2011)

CLAUSES INCORPORATED BY FULL TEXT

52.217-8 Option to Extend Services (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the

total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 60 days.

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 60 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 (years).

52.204-9 Personal Identity Verification of Contractor Personnel. (Jan 2011)

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24 and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall account for all forms of Government-provided identification issued to the Contractor employees in connection with performance under this contract. The Contractor shall return such identification to the issuing agency at the earliest of any of the following, unless otherwise determined by the Government:

- (1) When no longer needed for contract performance.
- (2) Upon completion of the Contractor employee's employment.
- (3) Upon contract completion or termination.

(c) The Contracting Officer may delay final payment under a contract if the Contractor fails to comply with these requirements.

(d) The Contractor shall insert the substance of this clause, including this paragraph (d), in all subcontracts when the subcontractor's employees are required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system. It shall be the responsibility of the prime Contractor to return such identification to the issuing agency in accordance with the terms set forth in paragraph (b) of this section, unless otherwise approved in writing by the Contracting Officer.

SOLICITATION PROVISIONS

52.252-1 PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Full text is available electronically at: <http://www.acquisition.gov/far/>.

FAR 52.212-1 Instructions to Offerors – Commercial Items (Oct 2015)

A. Technical Quotation

1) Technical Approach

- a) This is a performance-based requirement. The contractor shall provide a written technical approach that identifies the approach, processes, techniques and tools to be utilized to meet the O&M and DM&E requirements. The contractor should demonstrate **how** it proposes to adequately accomplish the requirements and adhere to all deliverables as outlined in the Performance Work Statement.

2) Management and Staffing Approach

- b) The contractor shall provide a management and staffing approach consisting of the approach, processes, techniques and tools to be utilized to meet the Government's desired staffing requirements per the Performance Work Statement (PWS). The Management and Staffing approach should detail **how** the contractor intends to manage the day to day activities among other items indicated in the PWS and should include a staffing table of all proposed personnel consisting of relevant experience and linked to labor categories as indicated in the BPA. Resumes should be included for all proposed staff.

3) Past Performance

- c) The contractor shall provide references/examples for no less than two (2) projects which demonstrate the contractor's successful completion of similar work. Work shall have been performed within the past five (5) years, and should be comparable to the size, scope, and complexity of this requirement. The contractor should ensure that all of the points of contact are aware that they will be contacted. The contractor shall provide the following information:
 - 1. Contract number and period of performance;
 - 2. Name and address of the company/agency;
 - 3. Description of the services provided and price of the effort;
 - 4. Contracting Officer name and telephone number; and
 - 5. Program contact name and telephone number.

A past performance questionnaire is attached as a PDF for your convenience (**Attachment C**). Please provide the questionnaire to at least two (2) references for no less than two (2) projects. The past performance questionnaire shall be returned, by the reference to Tierra.scales@gsa.gov no later than 4:00 PM EST on **March 11, 2016**. Contractors should submit the past performance questionnaires **in addition to** the past performance references within your technical volume submission. You are responsible for coordinating with referenced customers to ensure that

completed past performance questionnaires are submitted to the contract specialist no later than the above referenced date.

B. Price Quotation

4) Price

The contractor shall submit a price for each task listed in the Performance Work Statement. Prices should be submitted in a format similar to Attachment A. The task prices should roll up into overall prices for both O&M and DM&E. A backup documentation sheet shall be provided highlighting the labor categories and proposed labor hours. Prices should be submitted in a separate pricing volume from the technical volume. Contractors shall submit pricing in accordance with those established in their Blanket Purchase Agreements (BPA).

FAR 52.212-2 Evaluation – Commercial Items (Nov 2015)

The Government will award a task order resulting from this solicitation to the responsible contractor whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:

- Technical Approach
- Management and Staffing Approach
- Past Performance
- Price

1) Technical Approach

The Government will evaluate the contractor's technical approach to ensure the contractor:

- a) Demonstrates that the processes, tools, and techniques proposed for providing O&M services will result in applications free of major errors and minor errors that are minimized, and is compliant with security control requirements;
- b) Provides substantiation that the processes used to provide operations and maintenance support including comprehensive and responsive SDLC and documentation, customer and helpdesk support, and software upgrades and maintenance are realistic and will support business operations and the functionality of the systems;
- c) Provides substantiation that the processes used to provide DM&E support including the development of impact analysis and requirements documentation, accurate programming and testing, and software installation are realistic and will support business operations and the functionality of the systems;

- d) Provides a viable approach for support requests, incident management, and change requests to resolve customer problems, enhance the customer service relationship with the Government, and comply with configuration management and quality assurance/quality control requirements;
- e) Demonstrates previous experience providing O&M and DM&E services that are similar to the scope of this PWS. This includes a description of the lessons learned and best practices that can be leveraged to provide a realizable benefit to GSA;
- f) Demonstrates an understanding of the processes and anticipated phase-in and phase-out activities that will ensure continuity of services as well as any dependencies with the Government and other vendors;

2) *Management and Staffing Approach*

The Government will evaluate the contractor's management and staffing approach to ensure the contractor:

- a) Demonstrates an approach for communicating on daily activities, to include methods used for reporting and submitting deliverables that will promote collaboration and mutual understanding, and leverages tools and techniques
- b) Demonstrates an understanding of cost, schedule, technical, and performance risk as it relates to this PWS through its identification and management
- c) Provides substantiation for implementing and monitoring proposed metrics that can be used to depict cost control, schedule, and performance attainment to ensure effective program management
- d) Demonstrates an approach to staffing that enables GSA to receive highly capable, technical key and support personnel that have the skills needed to meet the requirements of the PWS. This includes a detailed explanation for the required hours and labor categories associated with each CLIN as well as an organizational chart that provides evidence of a logical reporting relationship, lines of authority, and mapping to CLINs
- e) Provides resumes of personnel with the relevant experience and competency to provide leadership, direction, and expertise in support of the GSA program
- f) Proposes using incumbent's staff to fill Key Personnel positions.
- g) Proposes Key Personnel who have a current NACI clearance.
- h) Proposes Key Personnel who have a Minimal Background Investigation clearance.

3) *Past Performance*

The Government will evaluate the contractor's past experience based on the degree to which:

- a) Past experience examples reflect performance of projects similar in size, scope and complexity to the requirements in the Performance Work Statement.

- b) Past experience in performing said work is within the past five (5) years and similar in size, scope and complexity to the requirements in the Performance Work Statement.
- c) A contractor without a record of past performance will be rated neither favorably or unfavorably.

4) Price

The Government will evaluate the proposed prices in comparison with the labor category prices in the base BPA. For the purpose of award, O&M & DM&E overall prices (inclusive of all tasks for the base + 3 option years) will be evaluated to determine reasonableness.

BASIS FOR AWARD

The Government anticipates awarding a task order to the contractor whose quotation is the most advantageous to the Government, price and other factors considered. For this requirement, best value/tradeoffs selection criteria will be utilized. The non-price factors when combined are significantly more important than price; however, when the non-price factors become equal, price may be the determining factor.

To maintain continuity of operations, preference will be given to Offeror's who:

- 1) Propose using incumbent's staff to fill Key Personnel positions, which will significantly reduce GSA's risk of transitioning to a new vendor during the FMLOB & HRLOB Divestitures.**
- 2) Propose Key Personnel who have a current NACI clearance, which will allow them to start work immediately after contract award.**
- 3) Propose personnel who have a current Minimal Background Investigation clearance, which allows them to start working immediately with personally identifiable information after contract award.**